

Corporate Core

Equality Performance Report 2014



www.milton-keynes.gov.uk/equalities

Published September 2014

1. Key Ideas and Performance Challenges

1.1 Purpose of the Report

The Equality Performance Report is the Council's statutory published information showing how it complies with its Equality Duties. The Equality Duty requires the Council to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation;
- advance equality of opportunity; and
- foster good community relations.

1.2 Summary

The highlights of equality performance in 2013/14 are:

- An improving trend in seven of the nine equality areas that the Council has focussed on since 2010.
- The Council's policies are successful in providing a fair basis for recruitment.
- "Many examples of the Council achieving good outcomes as a result of responsive services" – external review of equalities.
- National recognition for the council's work on equality through the Welfare Reform.
- No improvement in the numbers of people reporting (approximately 1 in 12) that the council never or rarely deals with them with respect or consideration

1.3 Council's Approach

The Council has a clear equality vision, which is:

"Improve the way we engage, think, plan and act to deliver equality and accessibility for everyone, every day"

This vision articulates the way the Council works on equality (see Appendix 1); as it engages with local people, thinks about different people's needs, plans the way it works and acts to delivery quality services.

- Working throughout the Council in the way it: develops its workforce; delivers its services; and shapes Milton Keynes as a place to live.
- For everyone, everyday; it is not a separate vision for one group or another. Although mindful of the equality-act-protected characteristics, it is a universal vision that applies every day and for everyone.

1.4 External Review

In June 2013, the Council invited the Local government Association to undertake a review by a group of people from outside Milton Keynes, who are experts in the equality field. A summary of their findings are:

"The Council has a clear high level commitment and vision on equality. There are also good outcomes achieved on the ground."

<p>Positive messages from the Peers</p> <p>(the quotes are from the Peer Report)</p>	<p>“Staff know the communities they work in and use that information to shape the services they provide.”</p> <p>“There are many examples of MKC achieving good outcomes as a result of responsive services.”</p> <p>“Corporate Directors not only have a true and full grasp of equality and its challenges, but are inspirational in leading the Council to achieve outcomes.”</p> <p>There are many examples of community engagement and satisfaction are excellent</p> <p>“Staff could see how their input in the staff survey and focus groups led to new organisational values and improved management training.”</p> <p>“Evidence of notable practice throughout the Council”.</p>
<p>Three Major Areas of Concern</p>	<p>How equality gaps are identified and data is turned into a clear narrative, which can be used to create strategy and service planning.</p> <p>The communication of the Equality Vision and how frontline work on equality is being driven and guided by the equality objectives.</p> <p>The equality analysis of the workforce data and how this affects the implementation of the workforce strategy.</p>

The areas of concern were considered to be significant and Council was not able to get validation against the Excellent Level (the top or “3 star level”) of the EFLG, and so remains at the Achieving Level (the middle or “2 star level”).

An improvement plan appears in Appendix 2.

- New workforce objective agreed
- Consultations have improved in particular Community Transport and Welfare Reform are examples
- No improvement member engagement with equalities with no attendees at members training opportunities

1.5 Report Organisation

The information in this report is provided in two sections:

- Section One: The story of equality improvement in 2013/14 using the four component elements of the equality vision.
- Section Two: Indicators and trends: equality objectives and diversity of staff.

Recommended improvements are found in Section 8.

SECTION ONE

2. Engage: Deepening our Engagement

2.1 What do we mean by engagement?

Engagement is the way the Council develops and sustains a relationship with one or more local groups (eg. older people, people with a disability or religious groups) and builds an understanding of the impact of its services and the decisions it makes. The Council has four different types of engagement, those with:

- Staff
- Communities of type or identity (e.g. people with a disability)
- Service users
- Local geographical communities.

2.2 Staff Engagement

The External Review observed that: “staff demonstrated a great deal of enthusiasm and seriousness for the equality and diversity agenda”, but expressed a concern that the Council’s approach to equality was not fully understood across the Council.

- The Council uses a number of different means to ensure that staff are provided with accurate and up to date information about what is happening within the organisation and the influences upon it. Equality needs to feature more often in these communication channels.
- The Chief Executive has made frequent visits, with Corporate Management Team colleagues, to different Council offices; these pick up on staff satisfaction and allow them to hear staff views and answer questions.

2.3 Active Umbrella Engagement Groups

All equality streams (age, race, disability, religion, etc) have engagement groups and organisations. Most of these are supported by the Council to support other organisations and individuals. Details of these can be found on the Council’s website: <http://bit.ly/MKC-EqGroups>. These Umbrella Organisations meet together as the Diversity & Equality Partnership (DEP) and they have been active to deliver the following:

- The Disability Advisory Group, supported by the Centre for Integrated Living, has been active in working with: changes to the Taxi Driver Policy, Bus Station, led consultation of more than 400 people for community transport, care act changes, Personal Independence Payments, health reform, new commissions such as SARC, welfare reform, MK Plan
- The Milton Keynes Equality Council supports ethnic and racial issues and is an active working partnership with Safer MK. They have co-ordinated the work of the PREVENT Board, which is Milton Keynes’ local prevention of terrorism group and led Public Health campaigns. They have concentrated on engaging with older people from Black and Minority Ethnic (BME) communities in particular the Tamil, Bangladeshi, Shikh and Irish communities
- Women and Work held a conference for women and girls to look at breaking gender stereotypes about work, new work this year has included work to

support those who suffer after cot death and mothers who have given up children for adoption

- Council of Faiths have been involved in: the burial grounds review; the Multi-Faith Building of Remembrance, and faith groups' expectations, regeneration and Poverty, Faith based adoptions, housing demand vs housing supply, houses in multiple occupation (HiMOs) and planning/land use
- Q: Alliance has over 700 local followers on Facebook, an active Twitter page with over 1,200 followers who engage with them on issues such as Health and Young People's needs

2.4 Specific participation in services

There was notable practice in different services in supporting specific participation groups:

- An Ethnic Minority Diversity Commission was held that conducted focus groups and hearings to consider the views of parents and children about services 0-8 looking at maternity services, early years and primary schools.
- There is a healthy supplementary schools network in Milton Keynes supported by the Council. Training for volunteers is tailored to meet cultural needs (e.g. safeguarding children), and staff from mainstream schools work with volunteers from the supplementary schools to share skills and knowledge and provide training.
- Working with CNWL, films are used to ensure the seldom heard voices of some of service users are heard and their experiences used to inform the decision making process. In 2013, these Films included: an elderly female's experience of intermediate care, a service user experience of Mental Health Services, a service user with disability discussing care regarding pressure ulcers and a mother discussing care to her child provided by health visitors.

2.5 The local community

The Citizens' Survey was last conducted in Jan 2014 and figures showed that over four-fifths of respondents (80.2%) agreed that in their local area there are 'strong and positive relationships between people from different backgrounds'; whilst under one fifth (19.8%) disagreed. The level of agreement has risen significantly since 2010. Questions about community relations are being revised to help the council see how Milton Keynes compares to districts elsewhere.

3. Think: Using Equality Analysis

3.1 How does the Council analyse equality?

Thinking and understanding how issues of equality affect a decision, project or service is critical to the equality duties. To aid this, the Council uses:

- Equality Impact Assessments
- Demographic analysis
- Service trends
- Levels of satisfaction

3.2 Equality Impact Assessments

An Equality Impact Assessment (EqIA) is the way the Council reviews the potential impact (both positive and negative) that a policy, service or project may have on different groups. All 2013/14 Equality Impact Assessments can be found on the following website: <http://j.mp/EQIA2014-all>.

For 2013/14 there were 38 assessments: including 8 special assessments, also the Council's overall budget proposals which included 13 assessments. The following are examples of the recommendations that have been made:

- Charging for Carer Services Consultation assessment warned of the indirect discrimination in keeping the situation or in levying no charge. The change has meant a fairer system but also one that is better able to cope with changes in legislation.
- Establishment of a Community Learning Service. The impact assessment supported the adoption of strategic options that delivered a new service while keeping important opportunities presented by the service.
- Staff pay review EqIA was a large and very detailed assessment. It assessed the fairness of the new arrangements looking at who would be affected and ensured a balance across the organisation. This provided confidence in key messages in this substantial change.

Major reports included: Council Tax Support Scheme, Partnership Changes, Complex Advice Trading Standards, Test Purchasing, Customer Care Changes and Taxi Policy changes.

The External Review found: "a genuine commitment to equality analysis; there was an expectation and understanding that EqIAs are done and no reluctance expressed in doing them. EqIAs are undertaken regularly on a vast range of services and policies. A streamlined approach has led to a workable method which has led to EqIAs being seen as an integral part of service planning".

3.3 Demographic analysis

The Council maps and collects data on local needs. The Joint Strategic Needs Assessment (JSNA) (<http://j.mp/JSNA2014>), in conjunction with the Milton Keynes Social Atlas (<http://j.mp/MKSA2013>) are the primary processes for identifying the needs of the population and building a robust evidence base. The Council continues to develop its understanding of equality in different areas; these include health, education, community safety, access to work and identifying where the equality gaps are for different groups.

The People of Milton Keynes	
(all figures 2011 unless other wise stated)	
The percentage increase in the MK population since 2001 (2012: 252,200 people)	18.2
12.9	The percentage increase in the BME Community in MK since 2001
The percentage of the households with over 1.5 people per room that have an African background	27.4
35.3	The percentage of pupils in MK Schools who have a BME Background (2013)
The percentage of the population of MK whose language isn't English (over 90 languages)	9.5
1.5	The percentage of the population of MK who cannot speak English well or at all
The percentage of economically active people with a BME background	16.7
21,753 (8.8)	The number (and percentage) of population who are unpaid carers (2001 8.4%)
The percentage of people with a religion (2001 71.5%)	62.7
6.4	The percentage of people whose day-to-day activities are limited a lot (Eng. 8.3%)
The percentage of people in MK that are 65 and over (Eng. 16.3%)	11.1

Most frequent main languages other than English are: Polish (1.5%), Tamil (0.8%), Urdu (0.8%); 65 people have Sign Language as their main language.

Further information and analysis can be found at the MKi Observatory:
<http://www.mkiobservatory.org.uk>. Link to brief guides <http://j.mp/MK-inbrief>

Producing detailed information on each of the equality strands can set this demographic information within a context and provide services with a greater understanding of their challenges. For example, the increase in unpaid carers was seen as a large increase in terms of numbers. However, when set in the context of the increase in overall population, it was found to have increased only by 0.4% since 2001 as a proportion of the overall population. The Council works with its partners in community organisations to develop detailed equality analysis.

3.4 Service analysis of trends

The Equality Peers were very critical of the way Council Services analyse trends. They observed that: “Data was not routinely analysed by a wide range of protected characteristics or other locally important criteria”.

An officers’ view is that this does not provide a true reflection of how the Council, and its services, consider equality issues. The Council has moved away from routine equality monitoring and analysis. Nationally this is a topic of much debate. What would be better is an acceptable, resource appropriate way to gather equality data that recognises the danger that those who are most discriminated against can become anonymous and invisible.

The Council monitors with a purpose:

- Where the analysis can be effective in decision making regarding a service change or commissioning.
- To understand differential outcomes or service uptake
- Equality and diversity of its workforce (Section 7 contains the workforce trends).

However, the Council is review its monitoring and analysis approach as part of the improvement plan.

3.5 Understanding of satisfaction

Sometimes aspects of the Council’s work do not go smoothly. The Council has received more complaints from key groups.

Table 2: Service Complaints (Source: Law & Governance, MKC)

Indicator	2011/12	2012/13	2013/4
% of complaints from people with a BME background	17.4%	14.6%	15.3%
% (No.) of complaints from people with a disability	4.3%(36)	6.6% (57)	4.6% (35)
% (No.) of complaints from older people	4.9% (42)	6.3% (55)	5.1% (39)

4. Plan: Objectives and Aims

4.1 How does the Council plan for equality?

The Corporate Plan has two cross cutting themes; Equality and Cohesion is one of these. The aim is to make Milton Keynes a place where opportunities are created and barriers to achievement are removed. This aim is developed through its equality objectives, service plans and major strategies.

4.2 Equality Objectives

In 2010 the Council developed its first set of Equality Objectives they were designed to help us achieve the aims of the general equality duty and were aligned to our Corporate Objectives.

There are five equality objectives:

1. Reduce the percentage of people who report that they are rarely or never treated with respect and consideration by Milton Keynes Council to less than 5% by 2016.

2. The elimination of any over representation of people from a white background in recruitment, as measured by the proportion of applicant with a white background minus the proportion of those recruited being under 3% by 2016

3. To achieve significant improvement against 9 adopted equality indicators by 2016.

4. The percentage of people who agree that: a) people pull together to improve the local area is over 40%, and b) that their area is a place where people from different ethnic backgrounds get on well together is over 75% by 2016

New Objective for 2014/15

5. Reduce the proportion of staff who report that there are development and progress barriers that the Council is able to remove.

Development of this new objective will be considered by the Cluster 5 Group.

- Establish a survey question for staff - baseline April 2015,
- Establish target decrease by September 2015,
- Deliver improvement by April 17.

Table 1 shows the Council's performance against these objectives.

Table 1: Equality Objectives Performance

Equality Objectives Performance	2011	2012	2013	2014
Respect and consideration	9.4%	7.1%	Not surveyed	Phone 7.7% Written 8.4% Face to Face 7.7%
Over Representation	12.6%	10.7%	5.0%	4.3%
Equality Indicators	New	4/9 Improving Trends	5/9 Improving Trends	7/9 Improving Trends
Community Relations	a) n/a b) 61.6%	a) n/a b) 70.1%	Not surveyed	a) 31.4% b) 80.6%

What does this mean?

- It means the council is near to meeting its target for 2016 in community relations, where 4 in 5 people now believe Milton Keynes is a cohesive community and recruitment where the recruitment process has improved significantly.
- The council will still wish to see improving trends across the basket of indicators it set itself in 2010.
- The major concern will be that customer service, measured through indications of respect and consideration, is yet to improve significantly. The target is to have less than 5% of people rarely or never treated with respect and consideration.

4.2 Other plans and strategies

The Equality Delivery Improvement Plan - contains all the process orientated changes some of which can be found in Section 8.

Service Plans - contain the challenges that services face, which are picked up in the Equality Objectives and Equality Development Plan.

Strategies and Policies – contain issue-specific challenges and actions, these are summarised in an Appendix to the Corporate Plan.

5. Act: Improving the Quality of Services

5.1 What is the Council achieving?

Acting on equality is the fourth and most important element of responding to the Equality Duty. The Council has had due regard through:

- Achieving equality outcomes and improving equality for the most vulnerable
- Meeting service challenges and delivering notable practices

5.2 Notable Practices

This year's notable practices:

- **Council Tax Support:** The Commission for Equality and Human rights praised our consideration and work in developing the Council Council Tax Support Scheme. At a meeting of leading city councils, Milton Keynes Council use of the discretionary scheme was highlighted as best practice, especially how the council followed up with research into the impact of the scheme. The model chosen by Milton Keynes and the equality review process is now being followed by Leeds, Haringay and other councils. It has also led to over 80% of council tax being collected from new Council Tax payers.
- **Community Mobilisers:** There are currently ten Community Mobilisers in Milton Keynes, each based in their own locality. There has been a recent improvement in service provision, with their roles changing to assist with holistic community development by supporting children, families and residents to design, develop, commission and deliver projects. They are there to support people to have a voice in their communities. They are integral in making the Neighbourhood Action Plans work.
- **Mediation Service for MKC staff.** There is a group of people trained as mediators who work not only with individuals in conflict situations, but also different groups. Group mediation focuses on newly created teams, teams going through change and teams in conflict. Different tools are used to work through difficulties in the teams and gain understanding and consensus (e.g. 360 degree feedback).
- **Children and Families Commissions:** The Children and Families Partnership held a Ethnic Diversity Commission made up of relevant statutory, voluntary and community sector partners with an independent Chair. They investigated issues using a holistic approach and are due to make formal recommendations in Autumn 2014. These will be used to change service provision.

SECTION 2

6. Corporate Objectives

Indicator	2012	2013	2014	Trend What does this mean?
Reduce the achievement gap between pupils entitled to free school meals and their peers achieving 5 A*-C at GCSE and equivalent incl. English and maths.	Gap 34.7%	Gap 27.5%	Gap 22.5%	<input checked="" type="checkbox"/> The gap is reducing
The percentage point gap between pupils with Special Educational Needs (SEN) and their peers achieving 5 A*-C grades at GCSE or equivalent including English and Maths	Gap 39.5%	Gap 39.4%	Gap 36.3%	<input checked="" type="checkbox"/> The gap is reducing
Reduce the achievement gap between the lowest achieving 20% in the Early Years Foundation Stage and the rest.	Gap 29.5%	Gap 29.8%	Gap 29.8%	<input checked="" type="checkbox"/> The trend is flat
Increase the percentage of black and minority ethnic heritage (BME) pupils achieving 5+ A*-C grades at GCSE including English and maths	51.4	59.5	64.5	<input checked="" type="checkbox"/> The percentage is increasing
The proportion of carers who received an assessment or review and received a specific carers' service or advice and information within the same year, as a % of all people receiving a community-based service, during the period.	12.3	9.7	12.4	<input checked="" type="checkbox"/> The percentage is increasing

Indicator	2012	2013		Trend What does this mean?
Repeat rate of medium risk domestic violence individuals	46.44	46.99	46.57	<input checked="" type="checkbox"/> The trend is flat
Percentage of older people achieving independence through rehabilitation/ intermediate care	84.0%	91.5%	97.5%	<input checked="" type="checkbox"/> The percentage is increasing
Number of households in temporary accommodation (differentiation by ethnicity, type of household)	181	191	167	<input checked="" type="checkbox"/> The percentage is decreasing
Number of households in Choice Based Lettings Priority Band 1:				
Households awaiting offers	353	446	401	
Of which the number that need wheelchair adapted accommodation	36	34	32	
Those from the Traveller community	3	3	1	
Number of adults from target regeneration neighbourhoods supported to secure employment	15	233	245	<input checked="" type="checkbox"/> The number is increasing and above target

7. The Diversity of Staff

The Council is building a diverse and competent workforce by creating:

- an environment where everyone is treated with dignity and respect,
- where the talents and skills of different people are valued, and
- where productivity and customer service improves because the workforce is happier, more motivated and more aware of the benefits that equality can bring.

The following tables and information reveal the trends in workforce composition, with some commentary regarding the significant equality challenges.

7.1 Staff at the Council

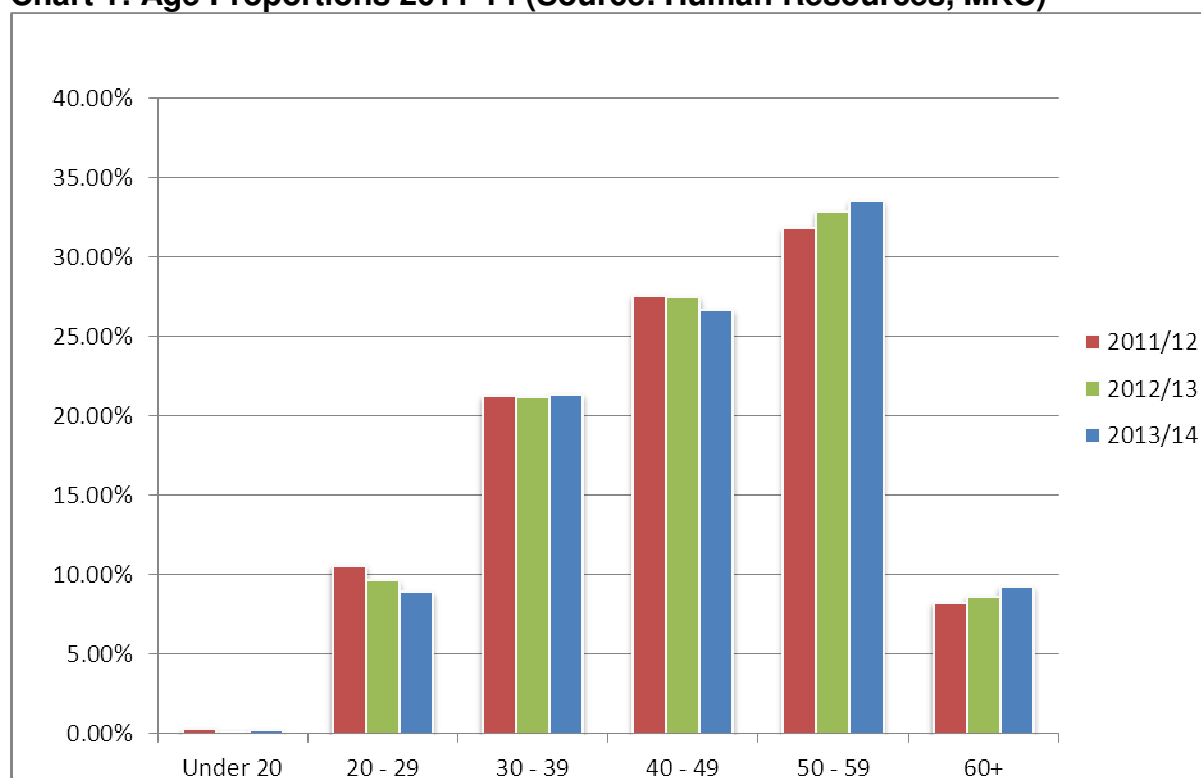
Table 1: Staff Numbers 2011-14 (Source: Human Resources, MKC)

Year	2011	2012	2013	2014
Staff Numbers	2,540	2,257	2,190	2,062

7.2 Age

The staff profile at the Council suggests aging trend. The organisation has a median age in the mid to late 40s, which is much older than Milton Keynes as a whole, and there is some evidence that it is getting slightly older. The largest group are those aged 50-59.

Chart 1: Age Proportions 2011-14 (Source: Human Resources, MKC)



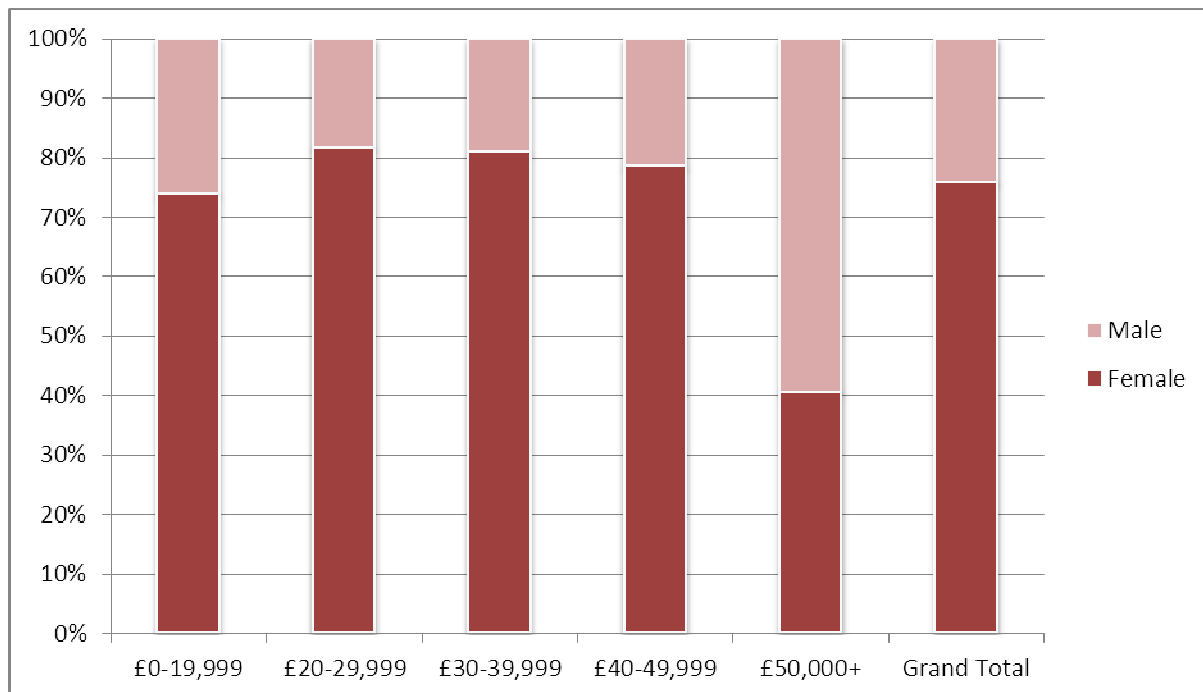
7.3 Sex / Gender

As can be seen from the proportions the gender balance has remained stable in the last 3 years. The number of male staff is low and it compares with 49.5% in the general population.

Table 2: Staff Numbers 2011-13 (Source: Human Resources, MKC)

Year (figures in March)	2011	2012	2013	2014
Female	73.1%	72.9%	73.4%	75.95%
Male	26.9%	27.1%	26.6%	24.05%

Chart 2: Gender and Pay Bands (Source: Human Resources, MKC)



Women are over-represented in the recruitment process by 3%, but this has decrease since 2012.

7.4 Ethnicity / Race

Ethnicity data is collected on a self-identification basis and the classification is narrower than in the census collection to aid comparison. The concern must be that there is still an increase in those with “unknown” ethnicity.

Table 3: Staff Proportions: Ethnic Origin 2011-14 (Source: HR, MKC & Census)

Ethnic Origin	2011	2012	2013	2014	MK Population
White	81.5%	79.1%	78.9%	75.9%	80.0%
Asian/ Asian British	3.4%	3.3%	3.2%	3.5%	8.1%
Black / African / Caribbean / Black British	5.8%	6.3%	6.8%	7.6%	6.8%
Mixed / Multiple ethnic groups	0.2%	0.2%	0.1%	1.0%	3.2%
Chinese & Other Ethnic	1.2%	1.3%	1.2%	1.3%	1.1%
Unknown	8.0%	9.9%	9.8%	10.5%	---
Proportion of Known Ethnic Origin (Milton Keynes figure is working pop.)					
White Communities	88.6%	87.8%	87.4%	84.9%	83.3%
BME Communities (ex. White Other)	11.4%	12.2%	12.6%	15.1%	16.7%

A normalised distribution would see BME communities representing around 12% of the population in each band. The staff composition broadly reflects the community of Milton Keynes.

Table 4: Increase in the proportion of unknown ethnicity 2012-14 (Source: Human Resources, MKC)

Years in Service	£0-19,999	£20-29,999	£30-39,999	£40-49,999	£50,000+	Grand Total
Increase in Unknowns	5.28%	0.29%	1.74%	0.49%	15.49%	0.77%

The number of staff unknown ethnicity has increased and continues to increase.

Table 5: Proportion Depreciation in Recruitment: (application proportion minus the hired proportion, positive figures show possible over representation in recruitment) (Source: HR - MKC)

Ethnicity	2012	2013	2014
White - Ethnicity	10.7	5.0	4.3
Asian/ Asian British - Ethnicity	-3.2	-3.2	-3.3
Black / African / Caribbean / Black British - Ethnicity	-8.0	-2.7	-1.8
Mixed / Multiple ethnic groups - Ethnicity	-0.3	0.9	0.3

MKC has an existing equality objective of being under 3% by 2017. Recruitment shows a very welcomed trend reducing over representation of people with a white background through the recruitment process.

Chart 1: Ethnicity and Pay Bands (Source: Human Resources, MKC)



This chart reveals the distribution across different pay bands and a steady decrease in staff from a BME background with seniority.

The processes that are creating this improvement are unclear - whether it is due to the frequency of internal recruitment or the revision in recruitment practices since 2011.

7.5 Religion

Table 6: Staff Proportions: Religion 2012-14 (Source: HR, MKC)

Religious Belief	2012	2013	2014	Milton Keynes
Christianity	38.99%	39.54%	37.44%	52.8%
Buddhism	0.35%	0.23%	0.29%	0.5%
Hinduism	0.84%	0.73%	0.58%	2.8%
Judaism	0.00%	0.00%	0.00%	0.2%
Islam	1.51%	1.78%	1.89%	4.8%
No religion	20.56%	21.05%	20.81%	31.3%
Other	1.15%	1.19%	1.12%	0.6%
Sikhism	0.49%	0.37%	0.39%	0.6%
Undefined	36.11%	35.11%	34.49%	6.6%

Although generally the religious belief of staff broadly reflects the community, there are lower proportions of staff with a Hindu and Muslim religious backgrounds and /or beliefs. In addition, there are higher proportions of staff with no religion.

The challenge for the Council is the level of religious knowledge, awareness may be low, and how this might affect service delivery.

7.6 Sexual Orientation

Table 7: Staff Proportions: Sexual Orientation 2014 (Source: HR, MKC)

Religious Belief	2012	2013	2014
Bisexual	0.2%	0.2%	0.2%
Gay	0.2%	0.3%	0.2%
Heterosexual	59.2%	61.0%	60.9%
Lesbian	0.5%	0.5%	0.8%
Undefined	0.2%	0.1%	0.2%
I do not wish to disclose my sexual orientation	39.7%	37.9%	38.55%

The figures above are just for one year and proportions have not shown any trend. The proportion of staff who are Lesbian, Gay, or Bisexual seems to be low, and the numbers who feel confident enough to report their sexual orientation shows a small increase. The challenge for the Council is the level of sexual orientation knowledge, awareness may be low, and how this might affect service delivery. The Council senior officers recognised this and some awareness has been occurred through staff initiatives. However further work is recommended through staff communications.

6.7 Disability

Table 8: Staff Proportions: Disability 2012-14 (Source: HR, MKC)

Disability	2012	2013	2014
Yes	11.2%	9.7%	8.9%
No	80.3%	88.2%	80.2%
Not Declared	8.5%	2.1%	10.1%

The trend in the staff profile of staff with a disability seems to be lowering. The number of not declared as risen and the target must be to get this under 2%.

6.8 Service profiles

Staff profiles in two services were analysed to start to understand the staff profile in particular services.

Table 9: Staff Proportions: Disability 2012-14 (Source: HR, MKC)

	Housing Management	Adult Social Care	MKC
White Communities	74.6%	81.6%	75.9%
BME Communities (ex. White Other)	18.0%	13.8%	14.6%
Unknown	7.4%	4.6%	10.5%
Female	66.7%	86.3%	76.0%
Male	33.3%	13.7%	24.0%
Disability: No	82.7%	80.8%	80.1%
Disability: Yes	5.8%	8.4%	8.8%
Not Declared	11.5%	10.8%	10.1%

An analysis of customer facing services reveals that the diversity of staff in these services is greater than other more “back of office” services. However, there are some concerns revealed in these proportions

- Ethnic diversity is higher in these services
- Adult Social Care has very high proportion of women, whereas housing is more balanced
- Disability is lower in both these services than MKC overall, this may reflect the type of work and this may need more analysis.

8. Conclusion

The Council has a statutory duty to publish equality information annually sufficient to show its compliance to the Public Sector Equality Duty. Equality and Diversity is one of two cross cutting priorities adopted by the Council in its Corporate Plan.

That seven of the nine equality indicators that the Council has focussed on since 2010 are showing an improving trend shows the Council is making real progress in delivering equality. Other evidence for this is that key indicators reveal the Council has a fair basis for recruitment with indicators that are better than a national beacon and community cohesion and relations are very good and still improving.

However, perceptions of the respect and consideration shown by the council in letters, phone calls and face-to-face have not improved and the confidence is low, it is important that staff and members are fully engaged with having due regard to equality.

Suggested actions

- Good progress is being made on a range of equality measures, this should continue with the next review of objectives in 2016.

Areas for development include:

- improvements in the use of analysis,
- an improved customer service and
- better engagement from Council Members with their equality duties.

Appendix 1: Golden Thread of Equality Development

ENGAGE	<p>Keywords: communicate, participate, capture service user experience Corporate Value: We are Collaborative</p> <p>Corporate Framework:</p> <ul style="list-style-type: none"> • Staff have a good understanding of the equality vision and how they deliver fairness and respect • Active Umbrella Engagement Groups in all equality streams <p>Service Focus:</p> <ul style="list-style-type: none"> • Service user experience is captured • Fostering community relations in local areas
THINK	<p>Keywords: understanding, sensitive to needs, relevant analysis Corporate Value: We are Responsive</p> <p>Corporate Framework:</p> <ul style="list-style-type: none"> • Equality Impact Assessments published & due regard given • There is a clear narrative on each strand which can be used to create strategy <p>Service Focus:</p> <ul style="list-style-type: none"> • Relevant analysis of trends in data to provide a narrative on equality • Good understanding of differential needs & satisfaction
PLAN	<p>Keywords: align objectives, professional behaviours, responsive Corporate Value: We are Responsive</p> <p>Corporate Framework:</p> <ul style="list-style-type: none"> • Equality objectives are developed • Staff treat people with fairness and respect <p>Service Focus:</p> <ul style="list-style-type: none"> • Service Plans identify key equality challenges (including how adverse staff trends are reversed) • Major strategies and policies identify how fairness and respect are promoted and adverse trends reversed
ACT	<p>Keywords: quality, customer-focused, outcomes Corporate Value: We are Customer-focused</p> <p>Corporate Framework:</p> <ul style="list-style-type: none"> • Quarterly service challenges to all service groups by CLT • Equality performance report provides improvement opportunities <p>Service Focus:</p> <ul style="list-style-type: none"> • All residents have easy access to Council information and services • Notable practice across all Council services

Appendix 2

Equality Improvement Plan

Improve staff and Council Member understanding and perception of equality through consultation, scrutiny, and training and in the way it is communicated.			
	<u>Working with</u>	<u>Start</u>	<u>Finish</u>
1. Review how community equality groups are used in engagement and consultation processes and strengthen guidance where needed	Communications Team	Complete – see engagement in this report for details	
2. Improve e-training and review how equality training is delivered	Training Team	Completed March 2014	
3. Review how equality is scrutinised	Members	2 scrutiny committees now are considering equality items	
4. Increase member training opportunities	Democratic services	To be completed due July/August Held September (no members attended)	
5. Review and improve the contribution of officers through service planning	Bi-annually starting Apr 14	Ongoing	

Improve how services use information about how communities are changing and any service gaps to inform their service plan challenges			
	<u>Working with</u>	<u>Start</u>	<u>Finish</u>
1. Stocktake how service-specific data and information is used, specifically looking at three services	3 Services Groups	Sep 14	Dec 14
2. Increase the number of service groups identifying equality challenges in their service plans	Service Groups	All service groups completed	

Improve the analysis of staff information and reducing any gaps in the data and use to develop one or more workforce equality objectives			
	<u>Working with</u>	<u>Start</u>	<u>Finish</u>
1. Improve the analysis of staff information and reducing any gaps in the data	HR data team	Feb 14	Apr 14
2. Develop one or more workforce equality objectives	Cluster 5 Group	Complete	

Contact / Links

Website <http://www.milton-keynes.gov.uk/equalities>

Equality Evidence <http://j.mp/MKCEquality-Evidence>

Community Equality Groups <http://j.mp/MK-Equality-Orgs>

‘Improve the way we engage, think, plan and act to deliver equality and accessibility for everyone, every day’.



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