

**Northampton Borough Council Self-Assessment 2015**  
**Equality Framework for Local Government**  
Towards being Excellent and making a difference

## Knowing your communities

**3.1 A comprehensive set of information about local communities/protected characteristics needs and outcomes is regularly updated and published and used to identify priorities for the local area.**

A comprehensive [analysis](#) of data about the town was carried out in 2015 pulling neighbourhood and labour market statistics for each of the Northampton wards. Data for each ward contains information on the following topics: census, economic deprivation, education, skills and training, health and care, housing, indices of deprivation, work deprivation, amongst others.

In addition to the above, findings on consultation feedback, which is used to inform policy-making, are published on the website and an [annual report](#) is produced providing a summary of exercises undertaken, details of equality analysis carried out and of the actual outcomes achieved as appropriate. The [Corporate Plan](#), the authority's lynchpin, is [equality impact](#) assessed and developed using evidence gathered during consultation and existing organisational intelligence. For details see [Evaluation of Consultations at NBC](#) and [Key Equality/Community Impact Assessments](#)

Data is collected by service areas on an ongoing basis and information is used to shape services provided e.g. OSS, housing options, etc.

Alerts are received from the ONS and partner and other relevant organisations and these are cascaded and extracted as appropriate. Examples are included at: [www.northampton.gov.uk/equality](http://www.northampton.gov.uk/equality)

Also:

- [Population information published on the Council's website](#)
- [Northampton neighbourhood and labour market statistics by Ward](#)
- [Workforce Analysis \(inc. Employees Breakdown\)](#)
- [Northampton Faith Communities Profile and Places of Worship Audit and Needs Assessment](#)

In 2014 NBC were successful in securing funding from Locality to develop the 'Our Place' project. The project involved engaging with the local community, utilising locality profiles for each area, identifying local priorities to establish local centre plans. The plans support the use of the community centres, tailoring activities to suit the needs of the community, encourage volunteering and deliver a number of outcomes including:

- Opportunity to shape specific services for disadvantages groups that may not have their needs met by traditional public services
- People from different backgrounds are brought together, improving community cohesion and integration

In 2015 Our Place consultation has been undertaken with Kings Heath and Kingsthorpe Community Centre's during the Weeks of Action delivered over the summer period. Support continues to be provided on key project work and stakeholder groups. Volunteering to support the centres continues to be a focus, approximately 60 individuals have expressed an interest, and this is being progressed.

Other funding opportunities that will help support the further development of our community centres are being progressed.

**3.2 Up to date and comprehensive equality data is used regularly to plan and assess impacts of decisions. Performance is monitored against equality objectives and outcomes including commissioned services, and with key health partners and other stakeholders.**

The Council's [Equality Strategy](#) contains the Council's [equality priorities and associated equality objectives](#). These are monitored regularly in line with the Council's [Performance Management Framework](#)

Performance is reported to MB on a monthly basis and to Cabinet quarterly (by exception).

Indicators associated with the equalities agenda are identified at **Appendix 1-Equality Strategy and Framework Mapping**

From a Partnership and Communities perspective, there are a number of objectives set within each of the forums, these are aligned with the corporate plan priorities and outcomes – the template demonstrates the alignment to the corporate priorities and outcomes, each forum has their own objectives, set against these

Since 2011 the council has awarded partnership funding of £550,000 per year to around 25 organisations within the community and voluntary sector, supporting outcomes that will help to deliver our priorities for the town and its residents.

There is a service level agreement in place for each of the partnership grant, and monitoring against the delivery of their outcomes is submitted twice a year to a partnership panel.

From a housing perspective, there is a long term priority to review the procedure for Disabled Facilities Grants and the review of Sheltered Housing amongst others.

This assessment, together with other relevant intelligence, will contribute to identifying new equality objectives for 2016 onwards.

**3.3 Partners are able to identify changes in community profiles, needs and outcomes and adjust equality priorities accordingly**

As members of the Northamptonshire Health and Wellbeing Board, the Council is able to access Northamptonshire Analysis which contains national data and data collated from partners and organisations within the county which has been analysed and summarised. Direct requests can be made for information to the email address [jsna@northamptonshire.gov.uk](mailto:jsna@northamptonshire.gov.uk); the team would look to see where information requested sits on the priority list and how much work has already been completed and respond with a timeline. Examples of reports available include: [JSNA Locality for Northampton](#) and [JSNA Report for Northampton](#)

In addition, Northampton is served by the following key partnerships: [Northamptonshire Enterprise Partnership](#) (NEP) and [SEMLEP](#)-who have a key role in shaping priorities, leading on enterprise initiatives and supporting the county's business community.

Northampton Borough Council works in partnership with others to deliver a wide range of services.

In particular, the authority is working with partners to ensure that changing needs are identified and met as follows:

- Partnership grant process
- Partnership working with Northampton Volunteering Centre (NBC fund VIN as the Local Infrastructure Organisation)
- Through NBC's community forums
- Northampton Community Safety Partnership

In support of the priority to address, during 2015 members of the Northampton Inter Faith Forum (NIFF) with local dignitaries, community leaders and supporters, at the opening of the NIFF exhibition at the Northampton Museum, together pledged their support to the #WeStandTogether campaign. The exhibition, titled 'Unity', featured information and artefacts from seven different faiths in Northampton.

Read more: <http://www.northampton-news-hp.co.uk/Communities-Northamptonshire-came-WeStandTogether/story-26189114-detail/story.html#ixzz3dySDebry>

Follow us: [@NorthamptonUK on Twitter](#) | [NorthantsHeraldPost on Facebook](#)

Northampton Leisure Trust makes it explicit in its [strategy](#) for 2013/18 that it will offer a range of opportunities for the diverse communities of Northampton

## Leadership, partnership and organisational commitment

**3.4 The organisation is able to show how they have made sure that even when making difficult decisions they continue to have clearly articulated and meaningful commitment to equality. Leaders have gained a reputation within the community and with all of its partners for championing equality, balancing competing interests and fostering good relations.**

The Council's [Corporate Plan](#) contains the organisational key priorities which, as part of a long-term wish directly support the Council's Equality Strategy and the desire to continue to work towards becoming 'Excellent' in terms of equality.

The Council's Cabinet includes a member with responsibility for Community Engagement, [Councillor Brandon Eldred](#).

All forums are chaired by elected members, jointly with a nominated representative from the community. The assistant Cabinet member for Community Engagement, [Councillor Anna King](#) co-chairs 3 of the 6 forums.

Each of the six community forums have a series of action plans, with clear objectives and priorities (provide a copy of the six sets of action plans) the actions plans have been signed off by the leadership

**3.5 The organisation can demonstrate success in working with partners in the public, private, community and voluntary sectors to meet a range of equality objectives, which are reviewed on a regular basis. Decision makers in the organisation are active in driving the equality agenda forward**

The Councillor Community Fund was introduced by the Council in April 2012 to provide £3,000 per year to each councillor to allocate to community organisations or projects. Over 600 applications were received and over £374,000 of funding was allocated by councillors. The Councillor Community Fund has been a popular scheme and has enabled individual councillors to direct thousands of pounds of funding where it will do the most good in their communities or to support community events.

During the last four years a total budget of £2.2 million has been awarded in Partnership Grants to 96 community and voluntary groups. The small grants process is administered by the Northamptonshire Community Foundation on behalf of the Borough Council and 58 projects have benefited from the scheme with £100,000 a year in small grants.

The Community Forums supported by the Council and co-chaired by councillors continue to play an active role in community life and support the work of the Council.

In particular, the LGBTQ Forum has continued to mark the annual International Day Against Homophobia and Transphobia and, since 2013, has also marked International Coming Out Day

The Women's Forum which was introduced in 2012 and has marked International Women's Day since 2013 and also introduced the annual Inspirational Woman of the Year Award

The Youth Forum won the National Diversity Award in 2012

During 2015 a group of Councillors pooled their funds to fund the filming of a play by Northampton School for Boys which promotes LGBTQ equality, and will be used by the Northamptonshire LGBT Partnership (which includes NBC) as a resource for young people in schools, in addition to other community events.

### **3.6 The organisation can demonstrate a clear link between meeting their equality objectives and positive outcomes for its communities.**

The criteria for the Partnership Grant process was set to deliver corporate priorities and outcomes.

In January 2015 a benchmarking exercise was undertaken by Stonewall as part of the Workplace Equality Index 2015. This opportunity was used as a catalyst to initiate a review of the equality strategy and production of an equality action plan.

In terms of Community Safety, there has been an increase in overall crime of 2.2% (+409 crimes) since April 2015. Serious Acquisitive Crime continues on a downward trend with a decrease of 2.0% (-52 crimes). All crime types within this have seen reductions; robbery -0.3%, vehicle crime -1.3% and domestic burglary -3.5%. Violence against the person has increased by 10.5% (+489 crimes). Anti-Social Behaviour continues to show a good reduction, decreasing by 7.3% (-1086 incidents) since April 2015 with personal Anti-Social Behaviour incidents reducing by 6.6% (-329 incidents), nuisance by 6.9% (-534 incidents) and environmental by 11.0% (-223 incidents).

The four main Partnership Weeks of Action (WoA) have been completed in Kings Heath, Kingsthorpe, Mounts and Blackthorn (including part of Goldings), and have been the main focus of delivery for Community Safety activity over the summer months. As with previous WoA's, a range of activities have taken place, seeing high levels of community engagement and participation, providing the opportunity to provide advice and support on a wide range of community safety and crime issues. As

with previous years, the WoA have been well supported by partnership agencies and in particular the Police who took the lead on 2.

Community Payback work continues across the town in a variety of locations with the main focus being on the Week of Action areas. There is already a full planned calendar of work for Community Payback up until October 2015.

Community Safety are undertaking their annual work with the University of Northampton in preparation for Fresher's Week at the end of September, where the team will be providing advice, support and engagement on a wide range of matters. This year also sees similar work being undertaken in partnership with Northampton

### **3.7 The organisation uses the scrutiny process as a driver for change. The organisation benchmarks its achievements against comparable others and shares its experience in developing good practice**

From a scrutiny perspective, councillors at the Guildhall will be conducting in-depth investigations of a range of issues suggested by residents.

Northampton Borough Council's Overview and Scrutiny Committee plans include:

- Interpersonal violence – looking at domestic abuse, sexual abuse and child sex exploitation (2014/15)
- Keeping Northampton Tidy – focusing on the gateways into our town and first impressions people form (2014/15)
- Poverty in Northampton – including the living wage (2014/15)
- Environmental Crime (2015/16)
- Health check of the local economy (2015/16)
- Licensing policy (2015/16)

Media release:

<http://www.northampton.gov.uk/news/article/1853/putting-a-spotlight-on-the-issues-that-matter-to-you>

Scrutiny reviews are routinely assessed for their impact on equality and this information is used to formulate and inform response and recommendations. Details found at: [Scrutiny Review EIAs](#)

<http://www.northamptonboroughcouncil.com/councillors/ecCatDisplay.aspx?sch=doc&cat=13230&path=0>

### **3.8 Through effective and consistent communications the authority has gained a reputation within the community and with its strategic and voluntary and community sector partners for championing and achieving equality outcomes, balancing competing interests and fostering good relations**

Northampton Community Safety Partnership, (CSP) brings together a range of partners from the public and voluntary sectors who are all engaged in activities which contribute towards making Northampton a safe place in which to live, work and visit. role is to understand the kind of community safety issues Northampton is experiencing; decide which of these are the most important to deal with; and then decide what actions can be taken collectively, adding value to the day-to-day work undertaken by individual agencies.

The Northampton CSP has a legal responsibility to work together with partners to tackle crime, anti-social behaviour, substance misuse, environmental crime, and issues around re-offending. These

actions are detailed in the Northampton Community Safety Strategy, which runs on a rolling three year basis. However, in an ever changing environment, this strategy is reviewed and updated on an annual basis to make sure it is on track and that the priorities originally set are still relevant for the different communities across Northampton.

Cabinet member for Community Engagement reports to Full Council on Community Engagement achievements on a regular basis.

Examples of media releases that reflect the organisation's drive to foster good relations include:

#### **Council supports football festival for players with disabilities**

Northampton Borough Council is contributing £2,000 to support Northampton Town Football Club's annual football tournament for children and adults with disabilities.

#### **Come and celebrate International Women's Day in Northampton**

International Women's Day is being celebrated in Northampton with a host of free activities, workshops, talks and performances.

#### **Northampton marks Holocaust Memorial Day**

Local community groups, school children and councillors gather at the Guildhall, to reflect on the millions of people killed during the World War II under Nazi persecution.

IDAHOT Day at the Guildhall

[International Day Against Homophobia and Transphobia](#) (IDAHOT) is about raising awareness of people in the UK and around the world who are unable to speak out due to homophobia, transphobia, hate crime and prejudice. To mark this events IDAHOT all attendees will be encouraged to join a minute of noise at The Guildhall.

In 2015 the Council took part in the [Accessible Britain Challenge](#) (DWP and Office for Disability Issues) and was cited as an exemplar of good practice in the [Accessible Britain Challenge: toolkits on creating inclusive communities for disabled people](#), in particular in sections of Choice, control and financial inclusion and for Social participation, friends and family.

### **3.9 The organisation can demonstrate that commissioned / procured services are supporting its equality priorities.**

NBC's procurement is undertaken by LGSS who follow a stringent [procurement process](#) which incorporates equality considerations. These form part of the evaluation criteria as relevant and appropriate. Local businesses are encouraged to take part by placing adverts in [Source Northamptonshire](#), a dedicated site created to benefit the local community. In [2012](#) and in [2014](#) the service was shortlisted in the Government Opportunities Excellence in Public Procurement awards. In 2014/15 the team were finalists for the Team of the Year Excellence in Public Procurement.

NBC offers £550,000 to the community and voluntary sector, through a partnership grant process, equality objectives are built into the process, including setting the criteria and the evaluation

There are monitoring arrangements in place with these organisations, including the submission of how organisations are delivering their outcomes to a monitoring panel, made up of cross party elected members, officers and the community and voluntary sector.

[http://nbcnet.nbcdomain.nbc.gov.uk/info/20259/finance/290/the\\_procurement\\_process](http://nbcnet.nbcdomain.nbc.gov.uk/info/20259/finance/290/the_procurement_process) Services are reminded to undertake impact assessments as part of the procurement process.

When looking for quotes, RFQ guidance invites consideration to equality issues [http://nbcnet.nbcdomain.nbc.gov.uk/downloads/download/1123/rfq\\_guidance](http://nbcnet.nbcdomain.nbc.gov.uk/downloads/download/1123/rfq_guidance)

In 2015 the procurement team attended an event for procurement specialists organised by Stonewall to find out about latest best practice in the field. Recommendations are currently being considered for adoption.

### **3.10 The organisation takes a sophisticated approach to fostering good relations which has resulted in measurable improvements in relationships between diverse communities.**

As reported at last outturn, through the Community Safety Partnership that the Council hosts, all members have worked together to address identified priorities to reduce all aspects of crime.

[Northampton Crime Map](#)

The [Tenant Survey](#) asked tenants how satisfied they were with their neighbourhood as a place to live and compared response with earlier years. This is now managed by NPH

### **3.11 There are a range of sophisticated engagement structures that result in both formal and informal interactions between the organisation and its diverse communities.**

Effective public consultation ensures that Northampton Borough Council's decisions and the development of its policies and services takes proper account of the views of individuals, communities, [equality stakeholders involved in our forums](#) and their networks, organisations and anyone interested in the town.

A drive to increase forum membership is in place.

<http://www.northampton.gov.uk/news/article/1847/giving-people-a-voice-in-shaping-local-services>

NBC has been instrumental in setting up a Residents' Panel for Northamptonshire as an opportunity to give views on local public services and to have a greater say in influencing local decisions. The panel is currently used by:

- East Northamptonshire Council
- NHS Nene Clinical Commissioning Group
- Northampton Borough Council
- Northamptonshire County Council
- Northamptonshire Police
- Office of the Northamptonshire Police and Crime Commissioner

### 3.12 Communities from across the protected groups are actively participating in and influencing decision making.

There has been a decrease in the number of people who feel their views are taken into consideration. According to the [Tenant Survey](#) the trend continues to decrease year on year since 2006. The Residents' Satisfaction Tracker carried out between 2011 and 2013 also reveals a negative trend in respect of people's perception about their ability to influence decisions.

Measure	2006 (%)	2008 (Spring) (%)	2008 (Winter) (%)	2010 (%)	2012 (%)	Change since 2010
Satisfied with overall service provided	63	64	68	78	75	-3
Satisfied with overall quality of home / satisfied with accommodation	71	75	73	79	72	-7
Rate general condition of property as good / satisfied with general condition of property / property rated as good against the Decent Homes Standard	66	68	66	72	66	-6
Satisfied with neighbourhood as place to live	44	66	61	83	72	-11
Agree rent represents good value for money / satisfied with value for money of rent	62	70	63	77	70	-7
Satisfied with repairs and maintenance service	66	67	69	72	71	-1
Satisfied with Council's response to anti-social behaviour	-	-	-	-	-	N/A
Satisfied that tenants' views are taken into account	85	79	59	67	-	-12
Rate NBC as good at keeping tenants informed	68	76	71	85	78	-7

Fig. Tenant Survey 2012

Corporate Tracker Measure	Combined 2011 <sup>1</sup>	Spring 2012	Autumn 2012	Combined 2012 <sup>2</sup>	Spring 2013	Autumn 2013	Combined 2013 <sup>3</sup>
Resident Satisfaction with the Council % satisfied with how the council runs things	53.5%	61.0%	64.0%	62.0%	52.7%	57%	54.6%
Resident informed rating Overall, how well informed do you feel about local public services	46.9%	50.0%	57.0%	54.0%	43.6%	45%	44.6%
Resident influence rating % of people who feel they can influence decisions in their locality	35.6%	36.6%	24.0%	30.5%	29.0%	25%	27.4%
Value for Money rating % resident who feel Council provides VFM	33.70%	39.5%	43.0%	41.5%	36.5%	38%	37.2%

Fig. Reputation Tracker 2011-2013

Notwithstanding the above, the Council continues to support and actively promote the Community Forums in order to ensure that views and participation can be heard.

## Community engagement and satisfaction

### 3.13 The organisation works to drive improvement in involvement across all partnerships

The Council uses a range of engagement mechanisms in order to ensure that the views of individuals and communities are taken into consideration in respect of decisions and the development of policies and services. These include the following:

### Community Forums

1. Women's
2. Diverse Communities
3. LGBTQ
4. Young Peoples
5. Pensioners
6. Disabled

All forums met again during July 2015 and revisited their action plans. Planning for activities over the next 12 months is underway and an Intergeneration Day between the Youth & Pensioners Forum looking at World War I has already taken place. Other events currently being planned are: International day for persons with Disabilities; Women's Forum Health Awareness & Wellbeing Day; co-ordinated approach to Black History Month; forums involvement in Holocaust Memorial Day; International Coming Out Day celebrations.

The Youth Forum will be supporting the 3rd year of the Break the Shire event with 8 schools involved this year funded by Councillor Community Funds. The Youth Forum will be again providing tours of The Guildhall on Heritage Weekend and members undertook the required training during the summer holidays.

The LGBT Forum took part in the Umbrella Fair again in August and once again signed up more people to support the Straight Allies campaign. The filming of 'I'm Still Me', a production by Northampton School for Boys used at the LGBT conference, also took place in the summer holidays and will form part of the new education pack to be used in October.

Tenant engagement – In terms of housing, tenants are able to engage with NPH via four types of panels, the Tenants' Panel, Service Improvement Panels, Tenant Scrutiny Panel and Tenant Complaint Panel. <http://www.northamptonpartnershiphomes.org.uk/your-views>

Public Meetings-Members of the public are able to attend Council Meetings (including Cabinet, Council, O&S, committees, etc.)

Residents' Panel-An online [Residents' Panel](#), jointly managed between public bodies across Northamptonshire to enable residents to take part in consultative exercises. Membership is open to all residents aged 16 or over, its current profile is reflective of the diverse communities of Northampton.

In order to deal with language barriers, an Interpretation and Translation Framework contract is in place with LGSS, shared with Cambridgeshire and Northamptonshire County Council's.

**3.14 There is an improvement in the participation rates of under-represented groups in public life. Organisations can demonstrate real improvement rather than just describing their work. The organisation can demonstrate that people across a range of protected characteristics are able to influence decision making.**

Since 2014 we have seen an increase in attendance at the forums by 30%, this includes service users and service providers for each of the 6 forums

A communications plan has been developed, including a leaflet to promote the forum, utilising social media, including Facebook and twitter, articles written for existing newsletters, including Age UK, to promote the forums as a way of engaging with and influencing the services of NBC.

Working with BME SRP development officer, arranged a visit for a couple of groups to visit NBC, to learn about the democratic services offered and how they can engage with these processes

In a broader sense, satisfaction with services is measured by individual services and reported as part of the Council's performance reporting.

Additionally, between 2011 and 2013, the Council run a [reputation tracker](#) to find out

- Level of satisfaction with the way the Council runs things
- Information about services provided by the Council
- Ability to influence decisions affecting the local area
- Do people agree or not that the Council provides value for money

The survey was discontinued in 2014 as alternative means to gather information were identified.

## Responsive services and customer care

**3.15 The organisation can demonstrate improvements in equality outcomes are being delivered as a result of effective equality analysis/impact assessment, and can demonstrate how negative impacts have been mitigated.**

The Council is mindful of its Public Sector Equality Duty and wants to ensure that it has due regard to its equality duties in its decision making process. The Councils requires options that form part of the [budget setting process](#) to undergo a community/equality impact assessment/analysis as is relevant and appropriate. Impact assessments are carried out for options as they are developed, where appropriate, and will be reviewed as the consultation evolves, using the feedback received. Individual medium term planning options specify if equality/community impact assessments have been deemed necessary and details are provided as appropriate.

When setting the budget, Cabinet considers the results of the budget consultation and of all relevant impact assessments to help it make an informed decision regarding the Council's budget and priorities.

Community/Equality Impact Assessments are a tool Northampton Borough Council uses to ensure the policies, practices, projects and activities which shape our work are ensuring equal access to all our services.

### [Key Equality/Community Impact Assessments](#)

<http://www.northampton.gov.uk/homepage/493/equality-community-impact-assessments>

During 2013 Northampton Borough Council in partnership with the Northampton Inter-Faith Forum looked at the need for places to meet and worship in our town. The study looked at existing neighbourhoods as well as how the Borough Council should plan new communities and developments to ensure people had the facilities they needed.

"The study has helped improve our understanding of our faith communities and is already being used as we look at how we meet the needs of our residents now and in the future."

The report 'Northampton's Faith Communities: A profile and Places of Worship Audit and Needs Assessment' is available at:

[www.northampton.gov.uk/download/downloads/id/6195/faith\\_study\\_final\\_report\\_2013](http://www.northampton.gov.uk/download/downloads/id/6195/faith_study_final_report_2013)

The study has been nominated for top honours in the 'Leading the way in Planning for Community Award' at the RTPI Awards for Planning Excellence 2014, which will be held on Monday 23 June.

### **3.16 The organisation can demonstrate that individual services across the authority can demonstrate that improvements and equality outcomes are being delivered across the business**

The Equality Duty guidance recommends that one way public bodies should seek to measure their performance and commitment to the duty is through comparing how they are doing to identify best practice and similar organisations. Here are some examples of how we have used external scrutiny to assess how we are doing in relation to equalities and the impacts of our work on the people we serve and our workforce:

- **Investors In People award** in recognition of how our employees are managed including in relation to equality and diversity. This was validated in 2013.
- **Customer Service Excellence Award**
- **Louder than Words charter mark award:** this recognises providing best practice support to people with hearing impairment and our Housing Solutions team met all 10 standards required.
- **Positive About Disabled People recognition** for taking action regarding the employment, retention, training and career development of disabled employees
- **Albert Kennedy Trust award,** benchmarking the Housing Solutions Team work with 16-25 year old customers from the lesbian, gay, bisexual, and transgender community and showing it met best practice.
- **Stonewall Workplace Index,** benchmarking the Council's performance against best practice employers in relation to LGB equality.
- **Countywide award for "Outstanding Contribution to Anti-Bullying"** work from Northants County Council and the Children and Young People's Partnership for the Northampton Youth Forum's Stamp out Hate Crime campaign (Feb 2012).
- **Mindful Employer-Awarded** in recognition of being positive about mental health in the workplace

<http://www.northampton.gov.uk/info/200041/equality-and-diversity/1329/benchmarking>

## Northampton's Inspirational Woman Award

**Credit Union opens access point at Northampton Guildhall-** The not-for-profit financial co-operative Northamptonshire Credit Union has teamed up with Northampton Borough Council to open a new access and information point at the Guildhall One Stop Shop.

### **3.17 There is increased satisfaction with services amongst all users, including those with protected characteristics**

The Council run a resident satisfaction tracker from 2011 to 2013.

Corporate Tracker Measure	Combined 2011 <sup>1</sup>	Spring 2012	Autumn 2012	Combined 2012 <sup>2</sup>	Spring 2013	Autumn 2013	Combined 2013 <sup>3</sup>
Resident Satisfaction with the Council % satisfied with how the council runs things	53.5%	61.0%	64.0%	62.0%	52.7%	57%	54.6%
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Value for Money rating % resident who feel Council provides VFM	33.70%	39.5%	43.0%	41.5%	36.5%	38%	37.2%

Please note this survey has been discontinued by the Council but a national survey continues to be undertaken by the [Local Government Association](#) and also in the [Community Life Survey](#) (Cabinet Office)

Monitoring is undertaken at various levels over the services provided. This information is used when carrying out or reviewing Community/Equality Impact Assessments, when service reviews are carried out etc.

### **Tenant Survey**

A tenant survey is carried out regularly to find out people's perceptions and views.

### **3.18 The organisation has taken steps to safeguard the human rights of individuals where these have been threatened.**

Consideration to human rights is taken as part of the considerations and regard taken when policies are introduced and/or revised. [Key Equality/Community Impact Assessments](#)

## **A skilled and committed workforce**

**3.19 The organisation's workforce profile (including the profile of major providers of commissioned services) broadly reflects the community it serves/local labour market**

The [Workforce Monitoring Report](#) produced for NBC includes details of staff profile and compares them to those of the wider population of Northampton broken down by protected characteristic. From the information available, protected characteristic groups are not generally under-represented. Exceptions include LGBT groups where disclosure is traditionally low (work is being undertaken with Stonewall to address this matter) and disability, with around 2.5% of employees who classed themselves as having a disability.

**Additional evidence:**

[Northampton neighbourhood and labour market analysis by ward](#)

**3.20 Prioritised equality outcomes for the whole workforce are being achieved.**

To improve equality outcomes Northampton Borough Council has ensured that equality competencies are demonstrated across the whole organisation as part of the performance management process. This represented a culture shift for the organisation, focussing more on customers, both internally and externally, and how employees do their job as well as achieving results. Inherent in this is consideration for the impact of employees' own actions or behaviours on people from different cultures and backgrounds and adjusting accordingly, also to challenge stereotypes, not make assumptions about others and challenge inappropriate behaviour of others.

Northampton Borough Council offers all employees' access to Flexible Working Hour Arrangements, these arrangements enable employees to adjust their working time around personal commitments and achieve a better work life balance. Employees are eligible to apply as individuals and as teams for any of these working arrangements. Approval will be determined based on an assessment of the needs of the service which will include impact of arrangements on efficiency, effectiveness and economy. The afore mentioned arrangements are in addition to employees statutory rights to leave for Maternity, Paternity and Maternity Carers Leave and leave for special purposes. The schemes available are Job Share, Career Breaks, Home Working, Changing Hours, V-time (voluntarily reduced hours), Team/self-determined rotas, Part-time hours, Term-time working, Time Off in Lieu (TOIL) or Flexi-Time.

The statistical information contained in the annual Workforce Monitoring Report is used to assess and determine whether any equality actions are required.

There are clear career pathways in the Customer Service departments, this area are predominately lower paid roles and female workers. These career pathways also encourage younger people to join local government through the use of Apprenticeships.

Adverse trends are identified when workforce data is analysed, these trends have been acted upon by the use of Apprentices. It has been identified that Northampton Borough Council is under represented with disabled employees and are in the initial stages of working with the Job Centre Plus on recruiting Apprentices with disabilities.

**3.21 The authority has robust and comprehensive set of employment data and uses this to inform its workforce strategy and management practice.**

An annual [Workforce Monitoring Report](#) is produced and published by Northampton Borough Council, this report provides data to help us understand the effectiveness of our policies and processes in promoting equality and by analysing the workforce data collected, we can better understand the impact on different groups, identify where there may be gaps and plan our future actions. The report forms part of our duty to publish an analysis of our equality monitoring data in line with the requirements of the Equality Act 2010. Our aim in collecting workforce and equality monitoring data is to help us identify any patterns of inequality across all the equality strands, or discrimination within our workforce. Pie charts and bar graphs are used in the report to present the data, this enables us to easily identify any emerging trends and act accordingly.

Workforce data is collected and stored in the main HR electronic system monitoring reports on the composition of the workforce are produced at a Council wide and service area level. Comparator data is used from the 2011 Census. Using this comparator data allows Northampton Borough Council and all the service areas to establish a baseline for the composition of the workforce, enabling the targeting of future workforce development and identification of diversity issues to support development of equality action plans.

Northampton Borough Council has been recognised by Job Centre Plus with the “Positive About Disabled People” symbol for commitment regarding the recruitment, employment, retention, training and career development of disabled employees (Two Ticks). The eRecruitment used by Northampton Borough Council has been especially developed to ensure Disabled Applicants are flagged and guaranteed an interview if they meet the essential criteria. Our commitment is to interview all disabled applicants who meet the minimum criteria for a job vacancy and consider them on their abilities.

Organisations such as the inter faith forum and Stonewall have presented at managers session and have run courses to support our customer facing areas in dealing with customers with diverse needs. Stonewall have provided additional support with Housing in order to support LGB&T customers.

Dignity at work policy, based on all equality strands, workforce monitoring, employee survey, information gathered at recruitment.

All employees, including Supervisors, Team Leaders, Managers, and Senior Managers, are required to evidence equality behaviours, all these behaviours and evidence are then scrutinised by the tier of management above the employee’s line manager.

### **3.22 A range of examples is readily available of positive outcomes from mitigation action and action to promote equality of opportunity.**

Positive and tangible outcomes are monitored through the monitoring of the workforce. The schemes implemented, as detailed above, have shown a positive increase in BME employees and younger employees.

### **3.23 The organisation has high satisfaction levels across all staff groups in respect of staff engagement**

The Employee Opinion Survey is carried out regularly; this is a comprehensive survey that tests satisfaction in a number of areas. Results for 2013 are still being analysed and have not yet been published. The survey is carried out by an independent provider and employees are able to provide the results anonymously. The results are analysed and the results are fed into a strategic level.

### Employee Opinion Survey 2013

The last employee opinion survey was an improvement from the previous years in terms of response rate at 59% compared to 52% previously. It is anticipated that due to the high level of response that the results are a fair representation of employees views. Detailed analyse of the results is currently taking place.

The council is currently undertaking a terms and conditions review, in order to engage staff directors are presenting proposals directly to staff and this has been followed up by line managers seeking views from staff. This will then formulate formal proposals to be presented to the Trade Unions.

### **3.24 There are high satisfaction levels with the working environment across all staff groups particularly those with protected characteristics**

Results for 2013 were presented to senior management and were used to inform future strategy. See below for 2011 findings.

## **2 Respondent profile**

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- 2.1 The survey included demographic questions to allow a greater exploration of differences and trends in perceptions and satisfaction. Findings are based on responses from employees in the following locations: Guildhall (58%), Westbridge (26%) Exeter Place (4%), Fish Street (3%), Other (9%).
- 2.2 Almost three quarters (73%) of all respondents worked at the council at a Non-Managerial level, with 3% working in Senior Management, 18% Manager or team leader and 6% supervisors. Check with new stats
- 2.3 A third of respondents (33%) had worked for the council for over 10 years, 36% between 3-10 years, 23% between 6 months and 3 years and 9% less than 6 months. The majority (82%) were full time employees and 18% were part-time. The majority were permanent (85%), 9% were on a fixed term contract and 6% were employed as agency workers.
- 2.4 Responses are based on 55% female and 45% male employees. There was significant difference in ages of respondents in comparison to 2010 survey. In the previous survey 59% of respondents were aged 50 years and over. In the 2011 survey, there was 25% decrease, with 33% of respondents being in this age bracket with almost two-thirds (64%) of respondents being aged 20-49 years in 2011 (29% in 2010).
- 2.5 Employees were asked a number of questions about themselves in accordance with equality monitoring. The majority of respondents (81%) stated that they were of white ethnic background. Employees were asked their sexual orientation, to which 84% stated heterosexual, 1% lesbian / gay and 0.5% bisexual. 15% preferred not to say.
- 2.6 Similar to 2010, 6% of respondents considered themselves to have a disability (8% in 2010).

### [Employee Opinion Survey](#)

Fig. Extract from 2011 EOS

### **3.25 Action is underway to ensure equal pay is fully implemented**

The Council undertook a complete pay and grading review which was implemented at the beginning of 2014. This involved a job evaluation exercise where all roles within the Council were put through a job evaluation exercise. This was by using a Job Evaluation scheme that is free of gender bias. All policies related to pay were also re-written to ensure that the integrity of the scheme could be preserved. A pay policy statement, which measures ratios in relation to pay, is published every year on the Council's internet.

An equality impact assessment was carried out to determine the impact of the new pay structure on the following diversity strands:

- Sexual orientation – the results did not yield any statistically significant information
- Disability – the results did not yield any statistically significant information
- Ethnicity – the results did not yield any statistically significant information
- Gender – the results have shown that at almost every grade, the pay movement for men and women is towards 0 (equal) after assimilation into the new grading structure. At almost every grade, the pay movement is towards 0 (equal) through either a loss or gain in average pay across the grade. The expectation is that incremental gain would eliminate any further major disparity. The exception is Grade 10 where the gap widens marginally.

**3.26 Harassment and bullying at work are dealt with effectively and most staff say that they are treated with dignity and respect. Staff are confident that there are robust procedures in place to address harassment and bullying at work and they trust management to deal with incidents effectively.**

Equality data is gathered at recruitment so that any changes can be monitored against the equality act 2010.

A dignity at Work policy was introduced at the beginning of 2013 and launched via the managers' session. Records reflecting trends in cases reported are kept and monitored. Staff are questioned about their perception of the way that they are treated by their colleagues and managers in the annual employee opinion survey.

During 2013/14 One employee was dismissed from the Council for reasons of gross misconduct during the reporting period. There were no grievances raised under the Council's Grievance Procedure during the reporting period.

**3.27 Managers and staff can give examples of improved equality outcomes they have contributed to.**

A list of achievements in recent years is available as an appendix below.

**3.28 Decision makers understand the importance of equality when making decisions and in how they use resources. Services are provided by knowledgeable and well trained staff who are equipped to meet the diverse needs of local communities.**

Since joining LGSS the range of courses offered has increased and these are available to all staff. Induction courses include equality modules and Councillors receive equality training as part of their training programme.

## Appendix 1-Equality Strategy and Framework Mapping 2015/16

Equality Framework for Local Government - Performance Areas	Equality Goals	Equality Strategy objectives	Corporate Performance Indicators and Reporting (Equality objective measures)
Knowing your communities	The Council maintains rich local information and uses it for making decisions/developing services		<ul style="list-style-type: none"> <li>• Key Equality Impact Assessments (website)</li> <li>• Outturn report (website)</li> </ul>
Leadership, partnership and organisational commitment	The Council works together and with partners on a common commitment to promote equality	EFLG to guide equality improvement  Improve hate crime reporting	<ul style="list-style-type: none"> <li>• Corporate Plan</li> <li>• PP15 Increase in hate crime reporting from base line (A)</li> </ul>
Community engagement and satisfaction	The community is well informed, consulted and engaged with diversity represented	Listen to the views and use feedback	<ul style="list-style-type: none"> <li>• CE01 % of community led projects and events delivered (Q)</li> <li>• CS05 Percentage satisfied with the overall service provided by the Customer Service Officer (M)</li> <li>• ESC14 No. of justified complaints (Environmental Services) (M)</li> <li>• PP17 ASB case satisfaction survey</li> <li>• PP18 Police attitude survey result</li> <li>• Annual Consultation Report (A)</li> </ul>
Responsive services and customer care	The Council's services are accessible and responsive to all	Develop Gateway to support those in most need  Support individuals affected by Welfare Reform	<ul style="list-style-type: none"> <li>• HML04 no. of vulnerable households living in B&amp;B for more than 6 weeks (new 2015)</li> <li>• HML06 no. of households assessed at risk of becoming homeless (new 2015)</li> <li>• HML07 no. of households prevented from becoming homeless (new 2015)</li> <li>• HML10 no. of homeless applications assessed within 33 working days (new 2015)</li> <li>• HML13/14 no. of households accepting AST to resolve homelessness issues (new 2015)</li> <li>• DFG02 no. of DFG applications approved (new 2015)</li> <li>• DFG08 no. of DFG works completed (new 2015)</li> <li>• DFG09 av. value of DFGs completed (new 2015)</li> </ul>
Skilled and committed workforce	The workforce is diverse and feels empowered. It is well trained in respect of equality matters, it enjoys a fair workplace	Review evidence to deliver services via a modern and diverse workforce	<ul style="list-style-type: none"> <li>• BV012r Average no. of days/shifts lost to sickness for rolling 12 month figure</li> <li>• HR05 % of Staff doing their job well or better (A)</li> <li>• Dignity at Work/Workforce Analysis (A)</li> <li>• Two Ticks accreditation (Annual re-accreditation)</li> <li>• Louder than words (Annual re-accreditation)</li> </ul>

## Appendix 2-Equality Self-Assessment Action Plan/Areas for improvement 2015/16

What -areas for improvement	How-Potential solutions	When	How will we measure success
Accessible equality information- Demographic data is available but used inconsistently to inform CIA/EIAs	Review data sources	By September 2015	Intelligence resources identified and in place. Quality Impact assessments inform decisions
Better use of stakeholder analysis to carry out consultations	Stakeholder template to be made available	Ongoing	Stakeholder template in place-Reports to decision makers clearly identify who is/may be affected, who knows about the issue and who can influence decision making
Consultation feedback to be made transparent and timely -Findings/knowledge used to inform decision making	Use consultation portal to inform stakeholders and wider community on how views have been used to make decisions	Ongoing	Information available online and annual report published
Impact Assessment process to be strengthened	Introduce quality control	Ongoing	Improved evidence based decision making
Fair representation on the Panel for partnership grants should involve community and voluntary representation	Initiate a voting/nomination process through Northampton Community and Voluntary Sector Forum	For 2015 period	Improved representation
Increase the attendance and representation at the community forums	Communications Plan, utilising the production of a leaflet and social media, direct contact made with service providers	Ongoing-media promotion	Increase attendance at forums, including service providers and service users
Increase staff satisfaction (inc. across protected characteristics)	Staff survey	Ongoing	Improve % satisfied
HR Policies to be explicit in respect of equality issues, in particular in relation to LGBT aspects	Policy review plan in place	Ongoing	People Plan Stonewall Benchmarking
Staff equality networks and participation	Promote availability of Community Forums to staff	Ongoing	Staff satisfaction
Equality role models in particular in respect of LGBT	Use Straight Allies model	Ongoing	Stonewall benchmarking
Training-identification of needs and availability of suitable courses	Better quality interim and annual appraisals to identify gaps	Ongoing	Appraisal system (new for 2015) People Plan
Workforce profile is representative of the communities of Northampton	Improve monitoring of staff across protected characteristics	Annual	Workforce analysis-Pathways identified for underrepresented groups
People feel views taken into consideration	Tenant Survey and others	Ongoing	Perception of satisfaction with being heard increases

## NBC Equality Self-Assessment Evidence

Performance Area	Evidence	Link

Performance Area	Evidence	Link
<p><b>Knowing your customers</b></p>	<p>1. Sources of national and local data: examples of what data is being collected e.g. customer satisfaction Surveys</p> <p>2. Protocols for sharing data</p> <p>3. Evidence of how data has been analysed and used to inform and achieve equality outcomes e.g. community profiles; service development and impact assessments</p>	<p><b>Information sources about Northampton</b></p> <p><a href="#">Northampton neighbourhood and labour market analysis by ward Census 2011 Key Statistics (ONS)</a></p> <p><a href="#">Neighbourhood Statistics for Northampton</a> (external website)</p> <p><a href="#">Joint Strategic Needs Assessment for Northamptonshire-includes demographic profiles</a> (external website)</p> <p><a href="#">Health Profiles for Northampton</a> (external website)</p> <p><a href="#">Northampton Faith, Community Profile and Places of Worship Audit and Needs Assessment</a> (June 2013)</p> <p><a href="#">Northamptonshire Analysis</a> (external website)</p> <p><a href="#">Indices of deprivation (ONS)</a> (external website)</p> <p><a href="#">Crime and Policing - Local information</a> (external website)</p> <p><a href="#">Gypsy and Traveller Accommodation Assessment</a> (external website)</p> <p><a href="#">Labour Market Statistics</a> (external website)</p> <p><a href="#">Rough Sleeping figures</a> (external website)</p> <p><a href="#">Return to Equality and Diversity home page</a></p> <p><a href="#">ONS information on the Lesbian, Gay and Bisexual (LGB) community in the UK</a> (external website)</p> <p><a href="#">Northamptonshire Enterprise Partnership</a></p> <p><a href="#">SEMLEP</a></p> <p><a href="#">Evaluation of Consultations at NBC</a></p> <p><a href="#">Key Equality/Community Impact Assessments</a></p> <p><a href="#">Data Quality Policy</a></p> <p><a href="#">Corporate Plan Impact Assessment</a></p>

Performance Area	Evidence	Link
		<p><b><u>ONS-Neighbourhood Statistics</u></b></p> <p><a href="http://www.neighbourhood.statistics.gov.uk/dissemination/LeadHome.do?m=0&amp;s=1395066604862&amp;encsjs=true&amp;nsck=false&amp;nssvg=false&amp;nswid=1041">http://www.neighbourhood.statistics.gov.uk/dissemination/LeadHome.do?m=0&amp;s=1395066604862&amp;encsjs=true&amp;nsck=false&amp;nssvg=false&amp;nswid=1041</a></p> <p><b>Topics</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Census (190 datasets)</a> Domain for Census Datasets</li> <li>• <a href="#">Crime and Safety (5 datasets)</a> Data on crime, fire statistics and road accidents.</li> <li>• <a href="#">Economic Deprivation (25 datasets)</a> Data relating to economic activity, poverty and the provision of selected welfare benefits.</li> <li>• <a href="#">Education, Skills and Training (37 datasets)</a> Includes information on educational attainment, school absence, enrolment to higher education and numbers of students.</li> <li>• <a href="#">Health and Care (34 datasets)</a> Data includes health, life expectancy, hospital episodes, healthy lifestyle behaviours and provision of unpaid care.</li> <li>• <a href="#">Housing (57 datasets)</a> Information on housing demand and supply, tenure and condition, overcrowding and homelessness.</li> <li>• <a href="#">Indicators (26 datasets)</a> Summary statistics and indicators representing themes across all topics.</li> <li>• <a href="#">Indices of Deprivation and Classification (18 datasets)</a> Includes the Indices of Deprivation, Socio-Economic Classification and Area Classifications.</li> <li>• <a href="#">People and Society: Income and Lifestyles (43 datasets)</a> Information on income, including direct measures and indirect indicators, as well as lifestyles of families and households.</li> <li>• <a href="#">People and Society: Population and Migration (55 datasets)</a> Overall size and structure of the population as well as individual components of demographic change, such as births, deaths and migration.</li> <li>• <a href="#">Physical Environment (5 datasets)</a> Information relating to land management, regeneration and economic planning. This topic also includes data relating to air quality.</li> <li>• <a href="#">Work Deprivation (72 datasets)</a> Business and economic activity data, work-related benefits claim and participation on government training programmes.</li> </ul> <p><b><u>Labour Market Profile-Northampton</u></b></p> <p><a href="http://www.nomisweb.co.uk/reports/lmp/la/1946157159/report.aspx">http://www.nomisweb.co.uk/reports/lmp/la/1946157159/report.aspx</a></p> <p>All figures are the most recent available.</p> <ul style="list-style-type: none"> <li>▶ Resident population</li> <li>▶ Employment and unemployment</li> <li>▶ Economic inactivity</li> <li>▶ Employment by occupation</li> <li>▶ Qualifications</li> <li>▶ Earnings by residence</li> <li>▶ Out-of-work benefits</li> <li>▶ Jobs (total jobs / employee jobs)</li> </ul>

Performance Area	Evidence	Link
<b>Leadership, Partnership and Organisational Commitment</b>	<p>4. An organisation chart and list of key equalities personnel and groups</p> <p>5. The Corporate Equality Strategy and/ or Policy covering all protected characteristics with action plans.</p> <p>6. Business Plan</p> <p>7. Published equality objectives and other evidence of how the council is meeting the public sector equality duties</p> <p>8. Equality performance monitoring reports.</p> <p>9. Terms of reference; agendas and latest copy of minutes from main corporate group overseeing the equality agenda</p> <p>10. Participation rates in public life of underrepresented groups</p> <p>11. Evidence that harassment and hate crimes are monitored and analysed</p>	<p><a href="#">Councillor Brandon Eldred</a>  <a href="#">Councillor Anna King</a>  <a href="#">Corporate Plan</a>  <a href="#">Equality Strategy</a>  <a href="#">Performance Management Framework</a></p> <p><a href="#">David's Bulletin 15 January 2014 Announcing Stonewall Accreditation</a></p> <p><a href="http://www.northampton.gov.uk/news/article/1853/putting-a-spotlight-on-the-issues-that-matter-to-you">http://www.northampton.gov.uk/news/article/1853/putting-a-spotlight-on-the-issues-that-matter-to-you</a>  <a href="#">Scrutiny Review EIAs</a>  <a href="#">last outturn</a>  <a href="#">Northampton Crime Map</a>  <a href="#">budget setting process</a>  <a href="http://www.northampton.gov.uk/downloads/download/2929/budget-201516---consultation-documents">http://www.northampton.gov.uk/downloads/download/2929/budget-201516---consultation-documents</a></p>
<b>Community Engagement</b>	<p>12. Consultation/Participation/Involvement Policy or Strategy</p> <p>13. Examples of consultation undertaken showing how this has made a difference</p> <p>14. Updated equality information on the website</p> <p>15. Customer satisfaction surveys results</p> <p>16. Examples of community</p>	<p><a href="#">Press release 28 April 2014 Over half a million to support organisations that help people, April 2014, January 2014</a>  <a href="#">International Day Against Homophobia and Transphobia</a>  <a href="#">Tenant Survey</a>  <a href="#">The Tenants' Panel</a>  <a href="#">The Housing Options Panel</a>  <a href="#">Statement of Community Involvement</a>  <a href="#">Winner of Northampton's Inspirational Woman Award</a>  <a href="#">Credit Union opens access point at Northampton Guildhall</a>  <a href="#">Inviting people to join in</a></p>

Performance Area	Evidence	Link
	<p>engagement which has had positive outcomes;</p> <p>17. Examples of lessons learned</p>	<p><a href="#">Communities get together against hate crime and intolerance</a></p> <p><a href="#">Accessible Britain Challenge</a></p>
<p><b>Responsive Services and Customer Care</b></p>	<p>18. Procurement Policy/ Commissioning policies</p> <p>19. Access to Services Strategy</p> <p>20. Examples of contractor equalities policies</p> <p>21. Benchmarking data (if appr.)</p> <p>22. Service Plans with equality objectives, actions; targets and examples of how progress is monitored</p> <p>23. EqlA toolkit or impact assessment, examples of EqlAs or impact assessments from all services and corporately</p> <p>24. Customer satisfaction survey results</p> <p>25. Examples of where impact assessment has made a change to service delivery or decision making</p> <p>26. Examples of customer consultation and outcomes</p> <p>27. Customer charter (if applicable)</p> <p>28. Details of the percentage of buildings which conform and action plans for future</p>	<p><a href="#">procurement process</a></p> <p>Source Northamptonshire</p> <p>Service awards and nominations <a href="#">2012</a> and in <a href="#">2014</a></p> <p><a href="#">Procurement Strategy</a> -highlighted as good practice by Stonewall benchmarking (Jan 2014)</p> <p><a href="http://nbcnet.nbcdomain.nbc.gov.uk/info/20259/finance/290/the_procurement_process">http://nbcnet.nbcdomain.nbc.gov.uk/info/20259/finance/290/the_procurement_process</a></p> <p>Services are reminded to undertake impact assessments as part of the procurement process. When looking for quotes, RFQ guidance invites consideration to equality issues</p> <p><a href="http://nbcnet.nbcdomain.nbc.gov.uk/downloads/download/1123/rfq_guidance">http://nbcnet.nbcdomain.nbc.gov.uk/downloads/download/1123/rfq_guidance</a></p> <p><a href="#">reputation tracker</a></p> <p><a href="#">Key Equality/Community Impact Assessments</a></p> <p><a href="http://www.northampton.gov.uk/download/downloads/id/6195/faith_study_final_report_2013">www.northampton.gov.uk/download/downloads/id/6195/faith_study_final_report_2013</a></p>
<p><b>A Skilled and Committed</b></p>	<p>29. Workforce Strategy</p> <p>30. Workforce profile/annual</p>	<p><a href="#">Workforce Monitoring Report</a></p> <p><a href="#">Labour Market Profile–Northampton</a></p>

Performance Area	Evidence	Link
<b>Workforce</b>	<p>equalities reports</p> <p>31. Information on what workforce data is published</p> <p>32. Examples of positive action and outcomes</p> <p>33. Equality training programmes and their evaluation – corporate and if appropriate, examples from each service. Examples of what the training covers.</p> <p>34. Member training programme and evaluation.</p> <p>35. Induction programme</p> <p>36. Equal Pay Review and action plan</p> <p>37. Appraisal guidance document</p> <p>38. Examples of personal development plans demonstrating how equality is embedded into the appraisal process</p> <p>39. Staff Survey Results (relevant extracts only)</p> <p>40. Monitoring data on outcomes of Dignity at Work/Harassment Policy</p>	<p><a href="http://www.northampton.gov.uk/info/406/your-town/2122/northampton-demography">http://www.northampton.gov.uk/info/406/your-town/2122/northampton-demography</a></p>
<b>Other</b>	<p>Reports from other recent external equalities assessments e.g. consultant’s reports; peer assessments</p> <p>Record of compliments and complaints</p>	<p>Stonewall Accreditation</p> <p>Customer Excellence</p> <p>Community Forums</p> <p>Councillors reports for Full Council</p>

Performance Area	Evidence	Link
	Press coverage, awards e.g. LGC and/or Municipal Journal Diversity Awards, rankings in the Stonewall Workplace Equality Index, the Equality Forum for Disability, etc. Budgetary and service planning framework to show how resources follow needs	