

# Annual Equality Data Report

**Oldham Council**

**31 January 2013**

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# 1 Introduction

Oldham Council is committed to delivering excellent services to the borough's diverse range of individuals, groups and communities, whilst continuously improving the way we promote equality and celebrate diversity.

As part of our on-going commitment, we are seeking to collect relevant equality information about our service users and our communities. This information helps us to understand if we are meeting service user needs and how we can improve the services we offer.

The Equality Act 2010 replaced previous anti-discriminatory laws with a single Act. It simplified the law, removed inconsistencies and made it easier for people to understand and comply with. It also strengthened the law in important ways, in order to help tackle discrimination and inequality. (*Source: "Equality Act 2010: Specific duties to support the equality duty...." Government Equalities Office*)

The specific duties of the Equality Act 2010 require the council, as a Local Authority, to publish information showing compliance with the Equality Duty, at least annually; and to set and publish equality objectives, at least every four years.

This document publishes information which demonstrates that the council has due regard to the need to:-

- **eliminate unlawful discrimination**, harassment and victimisation and any other conduct prohibited by the Act;
- **advance equality of opportunity** between people who share a protected characteristic and people who do not share it; and
- **foster good relations** between people who share a protected characteristic and people who do not share it.

This year's publication includes updated and improved information from the services we focussed on last year and also focuses on another eight service areas, in line with the commitment made under our equality objectives.

For more information, please contact: Jenni Barker, Corporate Policy Officer, Oldham Council at: [jennifer.barker@oldham.gov.uk](mailto:jennifer.barker@oldham.gov.uk) .

## 2 Oldham Council

### **Ambition and Corporate Objectives**

Our ambition is to deliver a co-operative future where everyone does their bit to create a confident and ambitious borough.

There are three corporate objectives that underpin the delivery of the ambition. They are:

- A productive place to invest where business and enterprise thrive
- Confident communities where everyone does their bit
- A Co-operative Council creating responsive and high quality services

The objectives have been developed to reflect the key priorities of the council including economic growth and regeneration, strong civic leadership and delivering value for money services.

The corporate ambition and objectives form the basis of the council's Corporate Plan. The Corporate Plan is the council's main strategy document. Its primary purpose is to set out our story of place and our priorities for Oldham - what we are doing and why we are doing it. It can be accessed at: [http://www.oldham.gov.uk/site/custom\\_scripts/3di/cp2/](http://www.oldham.gov.uk/site/custom_scripts/3di/cp2/)

### **Our Approach to Equality**

Our organisational approach to equality is to ensure that it is mainstreamed into key business drivers, such as the budget setting process and our approach to customer services. Equality related considerations and actions are being mainstreamed into the relevant strategies and plans which shape our organisational approach in each of these areas, thus ensuring equality is integral to our approach and is owned across our organisation.

As a council we are committed to providing high quality services that are customer focused. These services will be accessible, sensitive and responsive to the diverse needs of Oldham's individuals, families and communities.

To this end we are continuing to publish equality related data for some of the services we deliver. We have increased the number of services for which we publish to 14. Over time we intend to collect even more service information and to strengthen the collection of equality related data across the council. We will use this data to inform service planning and development, seeking to continually improve our performance over time.

For more information about how we endeavour to continuously improve our customer services and meet customer needs, please go to: [http://www.oldham.gov.uk/contact\\_us/customer-charter.htm](http://www.oldham.gov.uk/contact_us/customer-charter.htm)

## 3 Our demographic data

### Census Summary

On 23 November 2012 the Office for National Statistics (ONS) released population and household estimates and short-term migrant estimates from the 2011 Census.

The Census Second Data Release was issued by ONS on the 11 December 2012. This information contains key statistics including population (sex, age, ethnic group), housing, economic activity, qualifications, health and disability for small geographic areas (Census output areas).

2011 Census briefings for Oldham have been produced and are available on Oldham Info, [www.oldhaminfo.org](http://www.oldhaminfo.org)

### ACORN Profiles

ACORN data shows what a particular community or customer group is like based on the behaviours of similar people nationally. It can be a useful tool in helping the council to understand our communities.

ACORN data gives each household one of five categories (for example Moderate Means, Comfortably Off), which subdivide into 64 types.

The council has used the ACORN profiles to inform decision making and service delivery and design, for example fuel poverty initiatives, environmental projects such as the Green Streets programme, and research into digital inclusion.

ACORN profile briefings for Oldham are available on Oldham Info, [www.oldhaminfo.org](http://www.oldhaminfo.org)

## 4 Our service data

Please click on the links below to take you to the relevant section in the document.

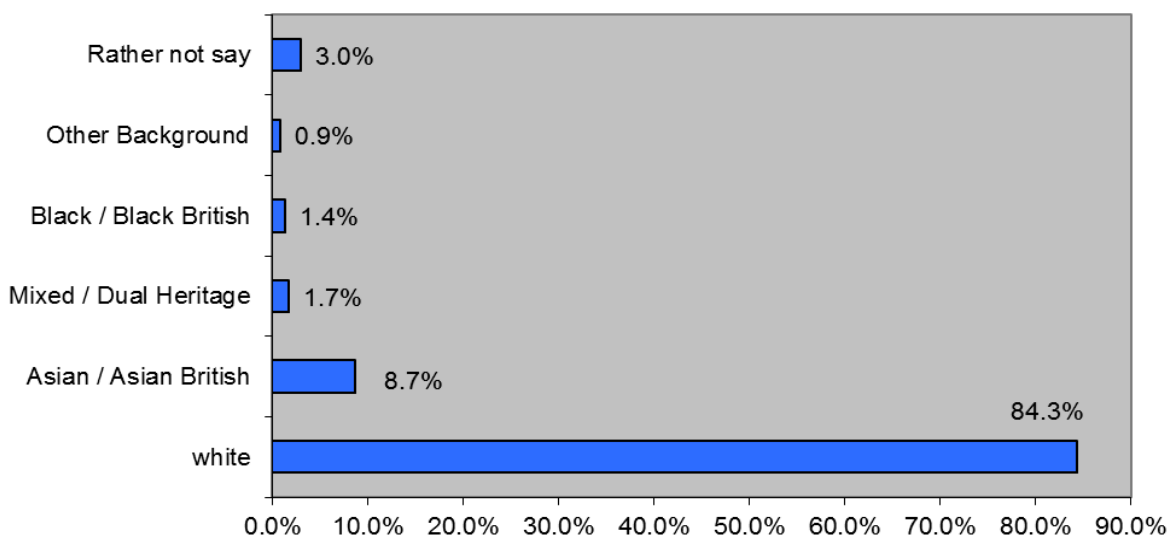
1. **Contact Centre**
2. **Customer Complaints**
3. **Legal and Advice**
4. **Welfare Rights**
5. **Libraries**
6. **Licensing (Taxi Licensing)**
7. **Lifelong Learning**
8. **Localising Council Tax Benefit**
9. **School Census**
10. **Social Fund Reform**
11. **Waste Services – Assisted Collections**
12. **Elected Member Profile**
13. **Employee Volunteering**

## 1. Contact Centre

From April 2011 to March 2012, of callers enquiring about council tax, housing and council tax benefits, environmental health and our environmental services, the ethnicity and disability breakdown were as follows:

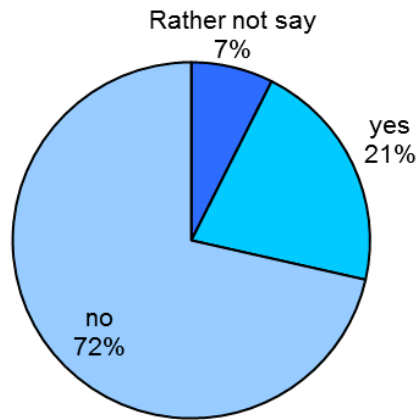
Ethnic background	Rather not say	White	Asian or British Asian	Mixed / Dual Heritage	Black or Black British	Other background
Number of Customers	86	2379	246	48	39	24
% of Customers	3.0%	84.3%	8.7%	1.7%	1.4%	0.9%

**Contact Centre - Ethnicity**



Disability	Rather not say	Yes	No
Number of Customers	211	601	2032
% of Customers	7.4%	21.1%	71.4%

## Contact Centre - Disability



### How are we using this information to improve services?

The council's customer contact service is undergoing significant service transformation. This will present some opportunities to collect, analyse and use further equality data to inform service delivery. Potential opportunities include:

- Developing a new Customer Relationship Management (CRM) system. As part of the reporting mechanism, area-based information can be produced showing trends in customer contact in relation to geographical area, allowing services to be tailored to specific customer groups.
- Developing a self service digital platform – another mechanism by which we can capture equality data to help tailor services to meet customer needs.
- Reviewing the current 'customer satisfaction survey' to enable the production of data that shows which customer groups are calling about which services.

**Source: Oldham Council Customer Services**

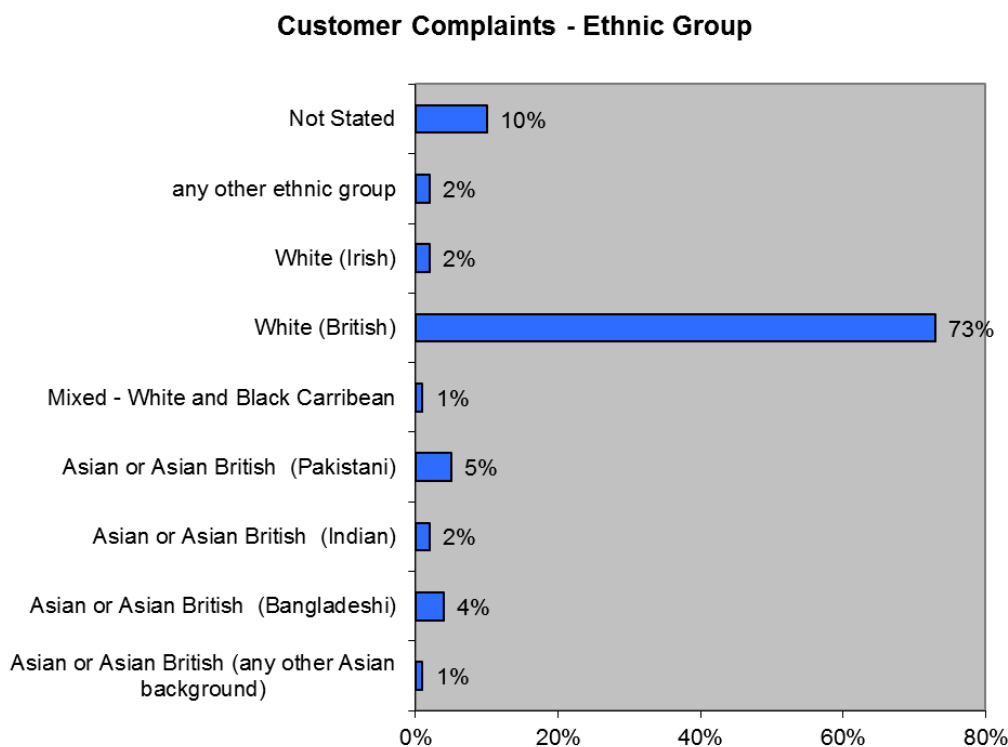


## 2. Customer Complaints

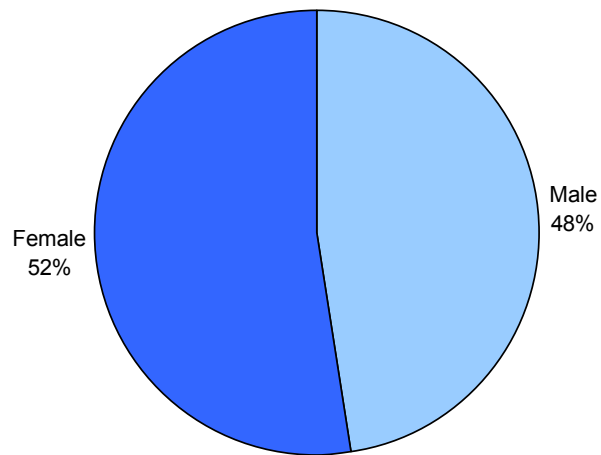
The development of a single database for capturing all customer feedback was completed in March 2012 and as a result the data for all feedback handled by the Customer Liaison Team is now captured and includes: Corporate Complaints; Adult Social Care Complaints; Children's Social Care and Education complaints; Compliments; Comments; Suggestions and Local Government ombudsman complaints.

All data being held in a single system improves the organisation's ability to effectively monitor and report on complaint handling performance and provides better opportunities to record any service improvements identified as a result of complaints. The percentage of respondents who agreed to provide equality data during 12/13 was 44%. This percentage is lower than we had hoped however we are working hard to encourage higher response rates.

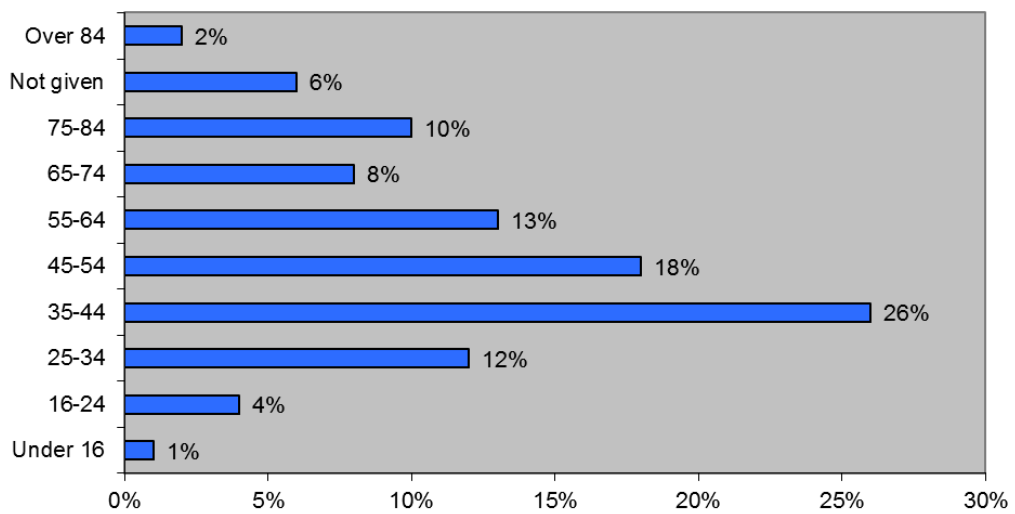
The following information relates to customer complaints the council has received between April and October 2012 (Quarters 1 and 2). It provides information on ethnic group, gender, age and geographic location.



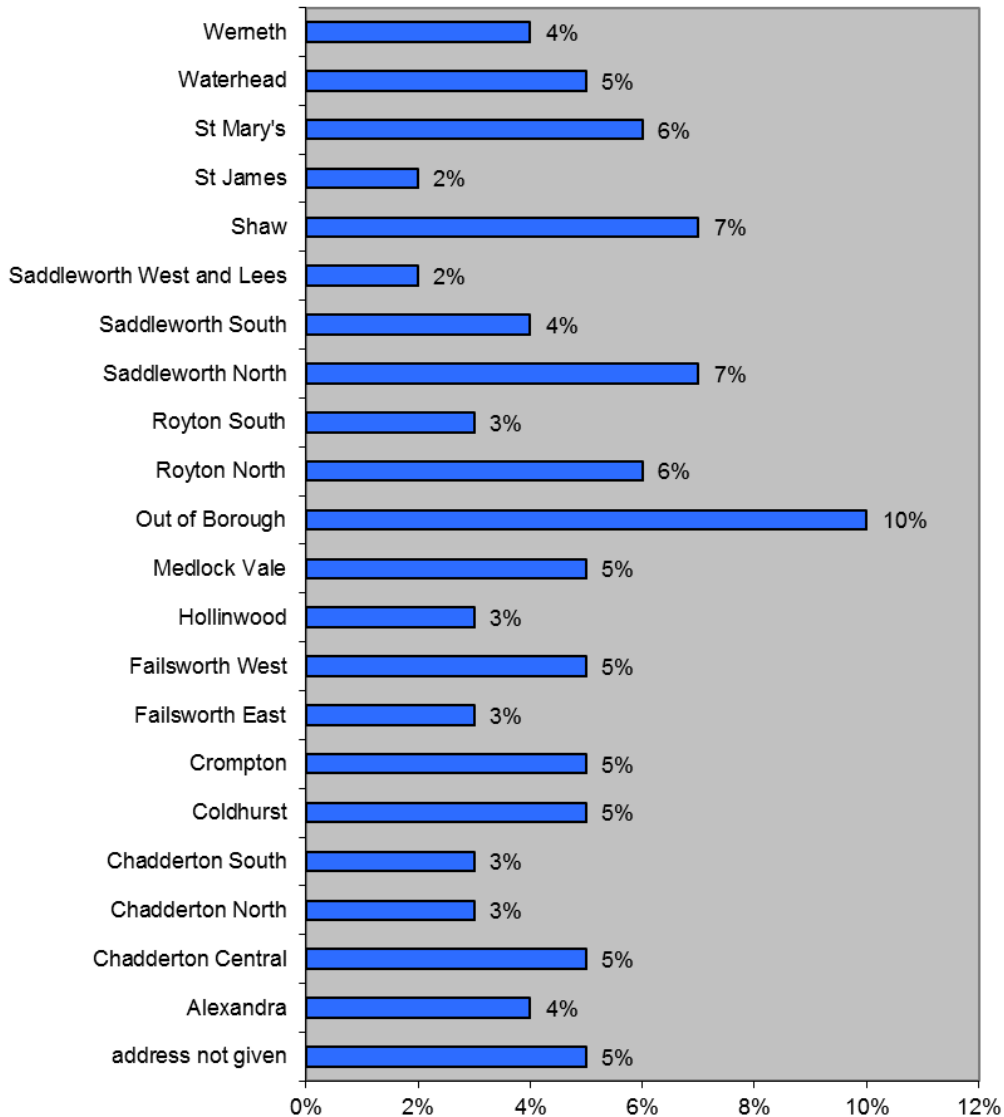
### Customer Complaints - Gender



### Customer Complaints - Age



### Customer Complaints - By Ward



### How are we using this information to improve services?

Customer Services are working to further improve the collection of information from our customers, and to improve the use of that information to inform service delivery. The service is considering the implementation of a number of improvements including;

- Quarterly directorate reporting on customer complaints received and the resolutions implemented, with improved monitoring of changes to service delivery as a result of customer feedback.
- Looking at ways of collecting equality information, potentially as part of a customer satisfaction survey following the resolution of the complaint.

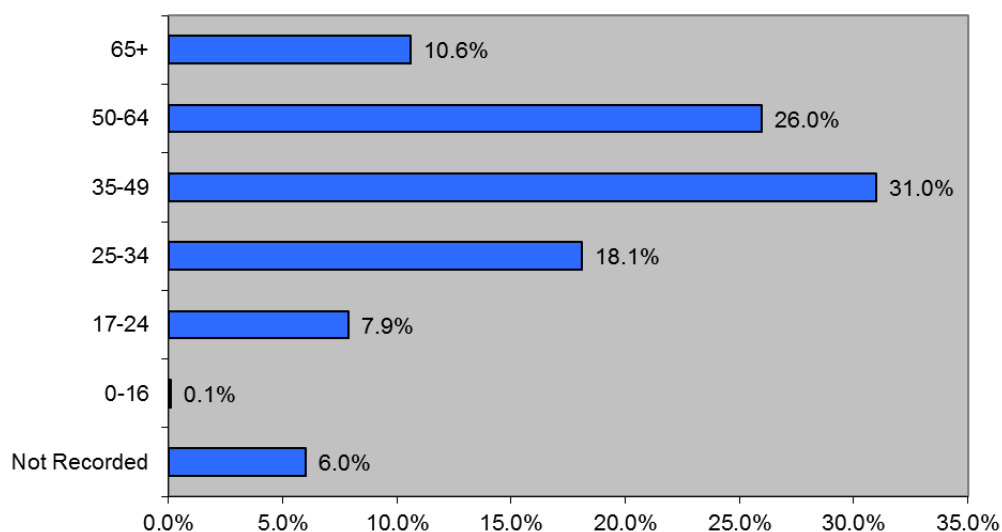
**Source: Oldham Council Customer Services**

### 3. Legal and Advice

On behalf of the council, Oldham Citizens Advice Bureau (CAB) provides free, independent and confidential advice to residents on their rights and responsibilities, including welfare benefits, debt, housing, immigration and asylum, and employment. The information below represents the age, gender, disability and ethnicity of CAB clients.

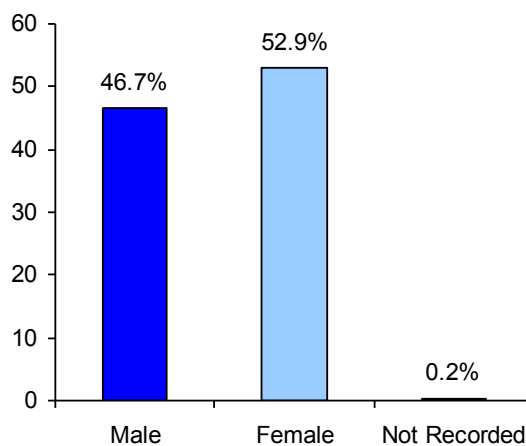
Age Band	Clients	% of Clients
0-16	9	0.1
17-24	365	7.9
25-34	840	18.1
35-49	1431	31
50-64	1202	26
65+	490	10.6
Not Recorded	279	6

Legal and Advice - Age



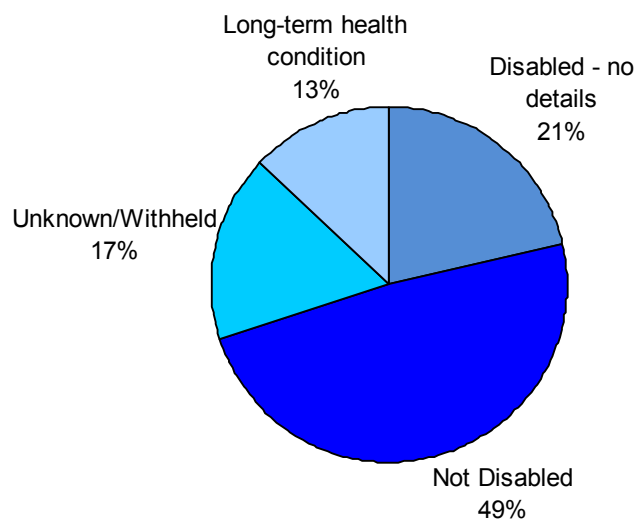
Gender	Clients	% of Clients
Male	2160	46.7
Female	2444	52.9
Not Recorded	12	0.2

### Legal and Advice - Gender



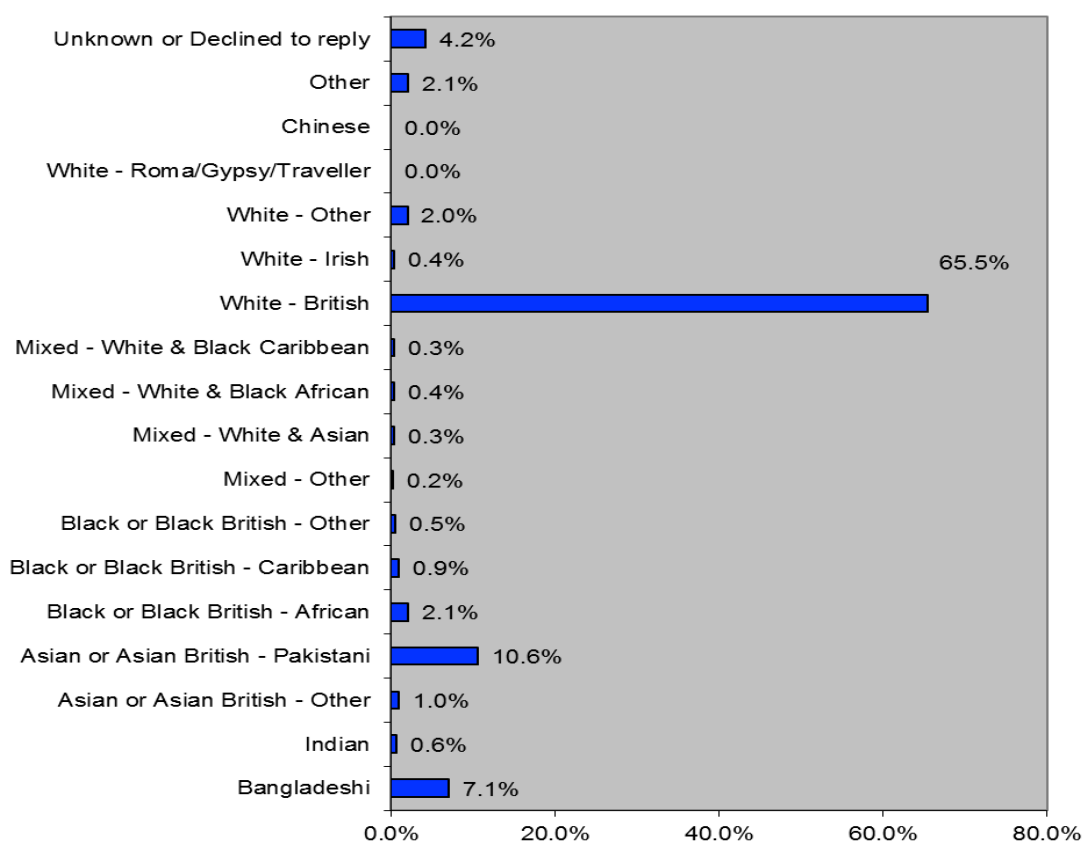
Disability	Clients	% of Clients
Disabled - no details	981	21.2
Not Disabled	2254	48.8
Unknown/Withheld	780	16.8
Long-term health condition	601	13

### Legal and Advice - Disability



Ethnicity	Clients	% of Clients
Bangladeshi	330	7.1
Indian	32	0.6
Asian or Asian British – Other	50	1
Asian or Asian British – Pakistani	490	10.6
Black or Black British – African	100	2.1
Black or Black British – Caribbean	43	0.9
Black or Black British – Other	26	0.5
Mixed – Other	13	0.2
Mixed - White & Asian	14	0.3
Mixed - White & Black African	19	0.4
Mixed - White & Black Caribbean	18	0.3
White – British	3062	65.5
White – Irish	20	0.4
White – Other	96	2
White - Roma/Gypsy/Traveller	1	0
Chinese	4	0
Other	100	2.1
Unknown or Declined to reply	198	4.2

#### Legal and Advice - Ethnicity



### **How are we using this information to improve services?**

The Citizen's Advice Bureau (CAB) uses equalities data to collect, tailor and monitor their services. The CAB compares their clients to census data ensuring they reach the right communities and their services are demographically representative. The CAB also uses equalities data to make sure their volunteers, trustees and staff are also representative of the local population.

The CAB works closely with the council's Welfare Rights Service, which was set up in March 2012 to provide an additional advice service for residents. Oldham's Contact Centre, Access Oldham, offers basic advice on benefit issues and (where necessary) makes referrals to Welfare Rights Officers who work with individuals on a range of welfare issues. The CAB makes referrals to the Welfare Rights service when additional welfare support is required. The equality data for customers of the Welfare Rights Service is provided in section four of this document.

***Source: Data from Oldham CAB monitoring systems***

## 4. Welfare Rights

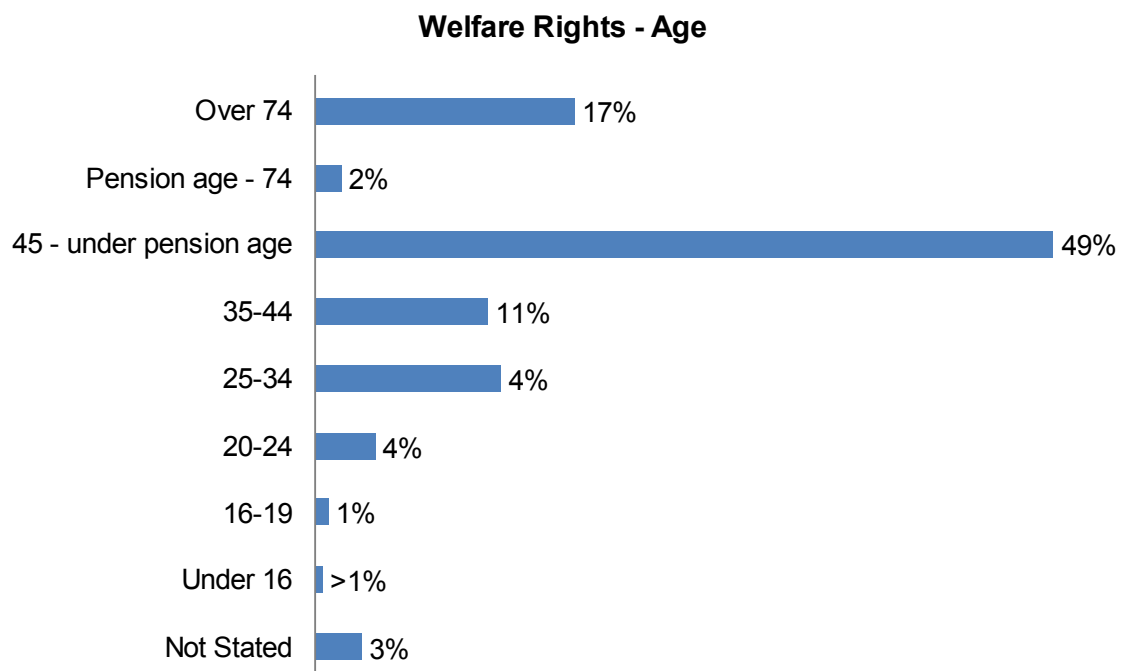
The Welfare Rights Service provides clear, concise, free advice to residents, which includes:

- Support with appeals
- Tribunal preparation
- Benefit entitlement

Oldham's Contact Centre, Access Oldham, will offer basic advice on benefit issues and (where necessary) make a referral to a Welfare Rights Officer who will work with individuals on a range of welfare issues.

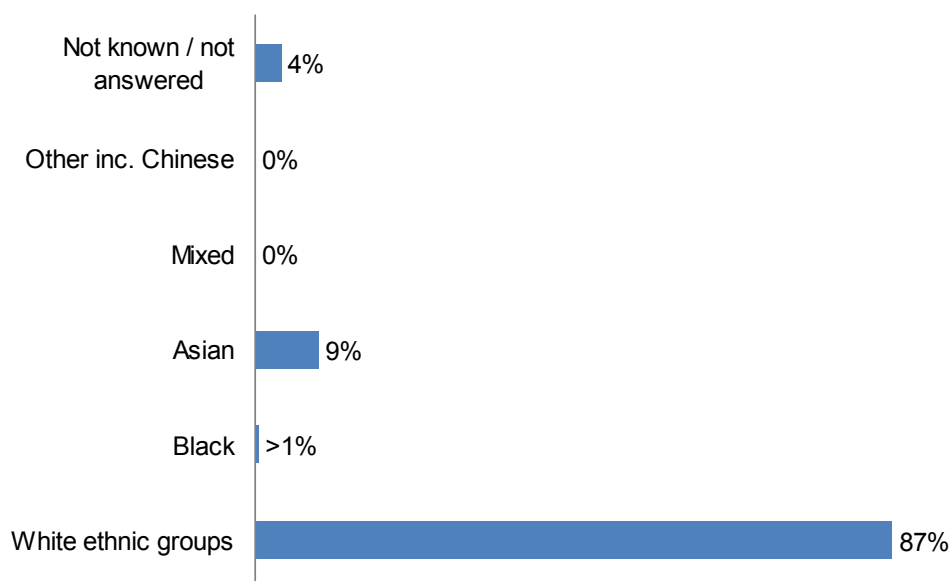
The advice given by the service is completely independent, impartial and free. The service recognises that individuals must make their own decisions and that the role of the service is to give people information to be able to exercise their rights. The service actively promotes the take-up of benefits so that the residents of Oldham are aware of their rights and do not miss out on their entitlements.

The following provides information on the equality breakdown of customers using the Welfare Rights Service since it started in March 2012 until October 2012. It provides a breakdown according to age, ethnicity, geographic location (Wards), housing status and sexuality.

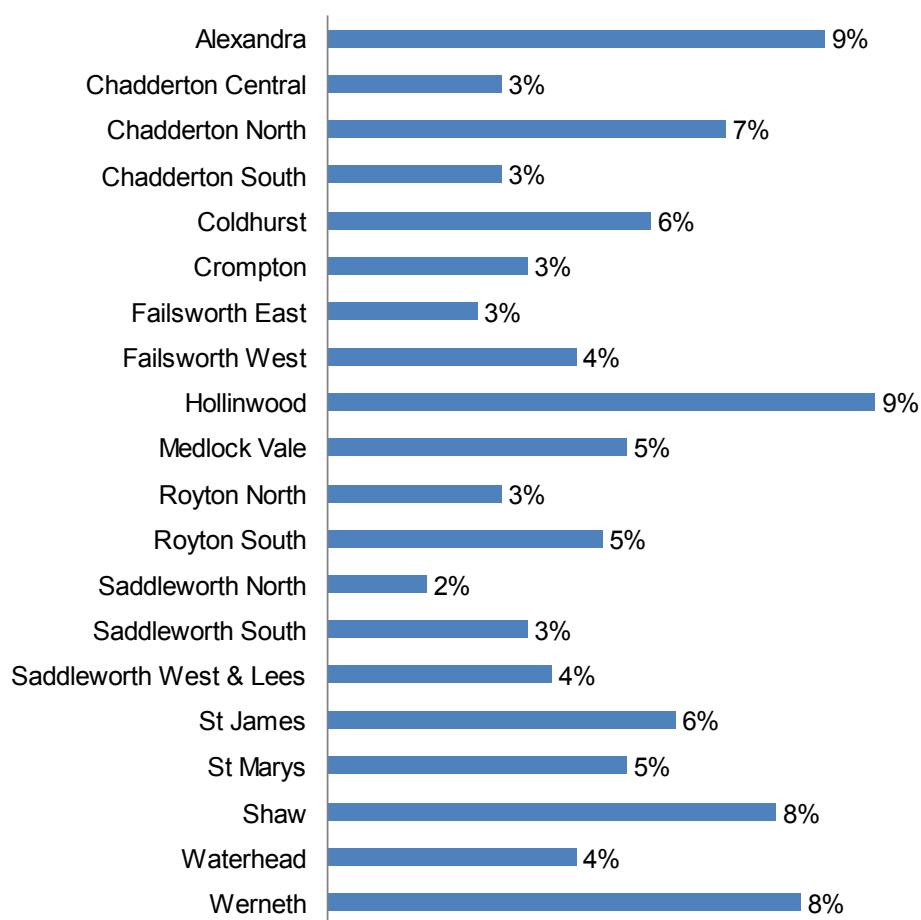




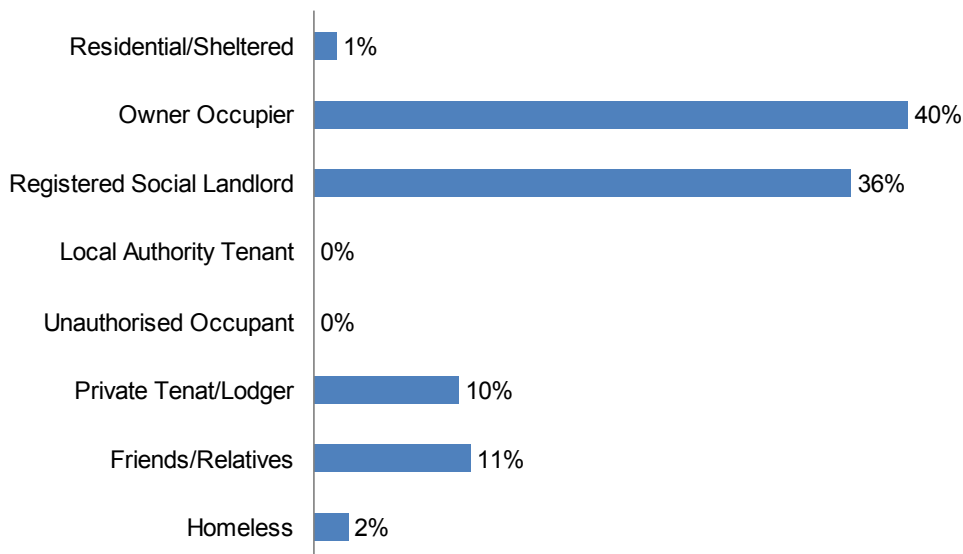
### Welfare Rights - Ethnicity



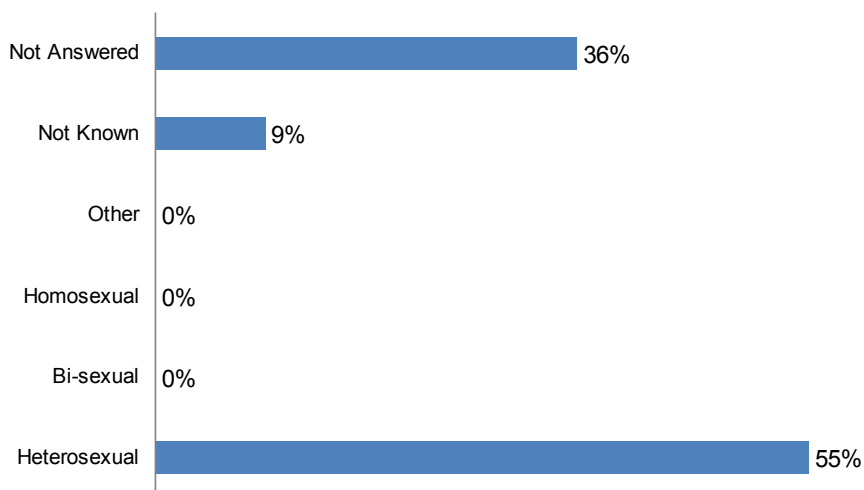
### Welfare Rights - Geographic location (Wards)



### Welfare Rights - Housing status



### Welfare Rights - Sexuality



### How are we using this information to improve services?

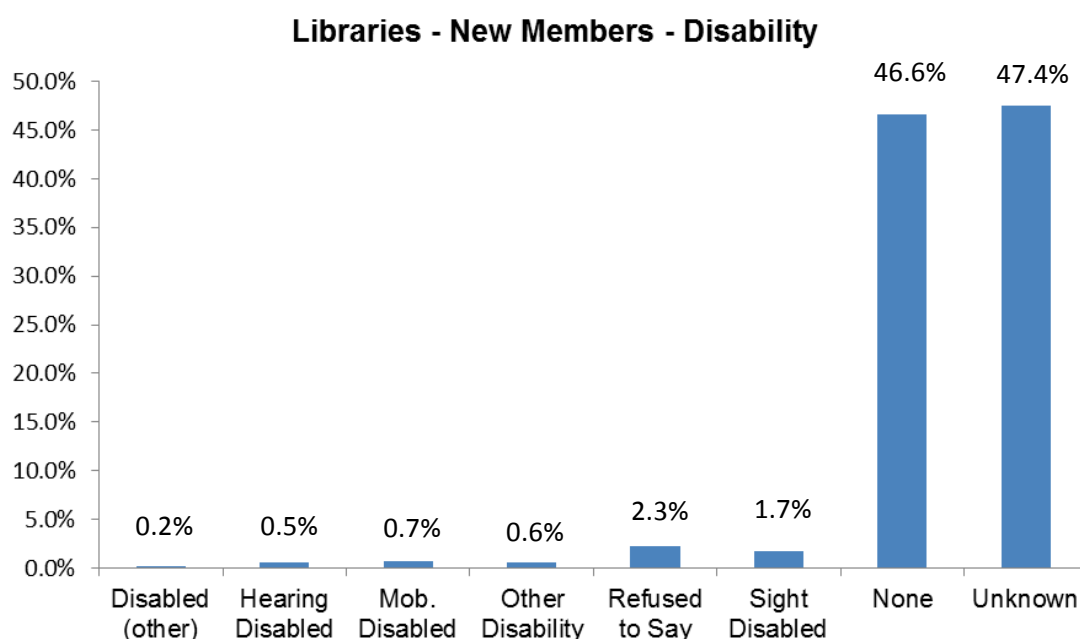
The equality information collected from customers will help to inform the planning and delivery of the Welfare Rights Service. For example it could help the service identify which areas contacts are coming from, that could help to inform where and how future surgeries and appointment sessions with customers are delivered. The Welfare Rights Service also works closely with the Citizen's Advice Bureau (CAB), which provides free, independent and confidential advice to residents on their rights and responsibilities, including welfare benefits, debt, housing, immigration and asylum, and employment. The CAB makes referrals to the Welfare Rights service when additional welfare support is required. The equality data for customers of the CAB Legal and Advice service is provided in section three of this document. **Source: Oldham Council Welfare Rights Service**

## 5. Libraries

Oldham Library Service's mission is to be a continually improving contemporary library service that engages all of the local community, forging important partnerships and links with community services, voluntary organisations and local business, having at its heart the promotion of reading and lifelong learning. We provide access to digital services, teach in the use of digital amenities and supply provision of facilities which are open, accessible & inclusive and play a significant part in establishing the local community identity.

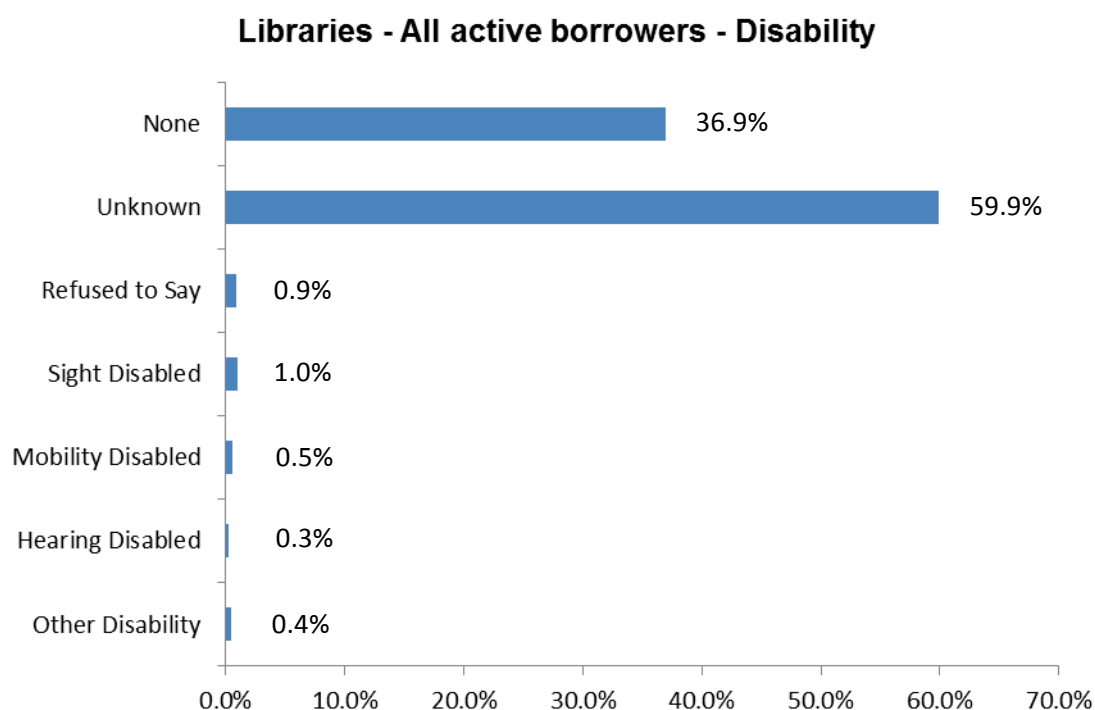
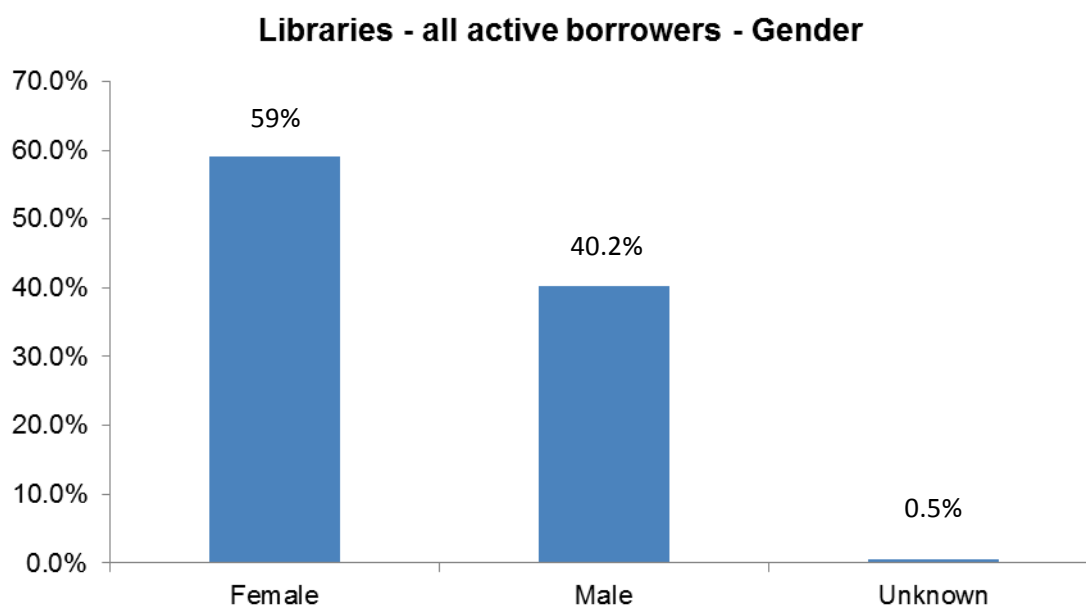
### All New Library Members

The following provides information on the disability breakdown all new members who have joined in the period 1<sup>st</sup> October 2011 – 30<sup>th</sup> Sept 2012.

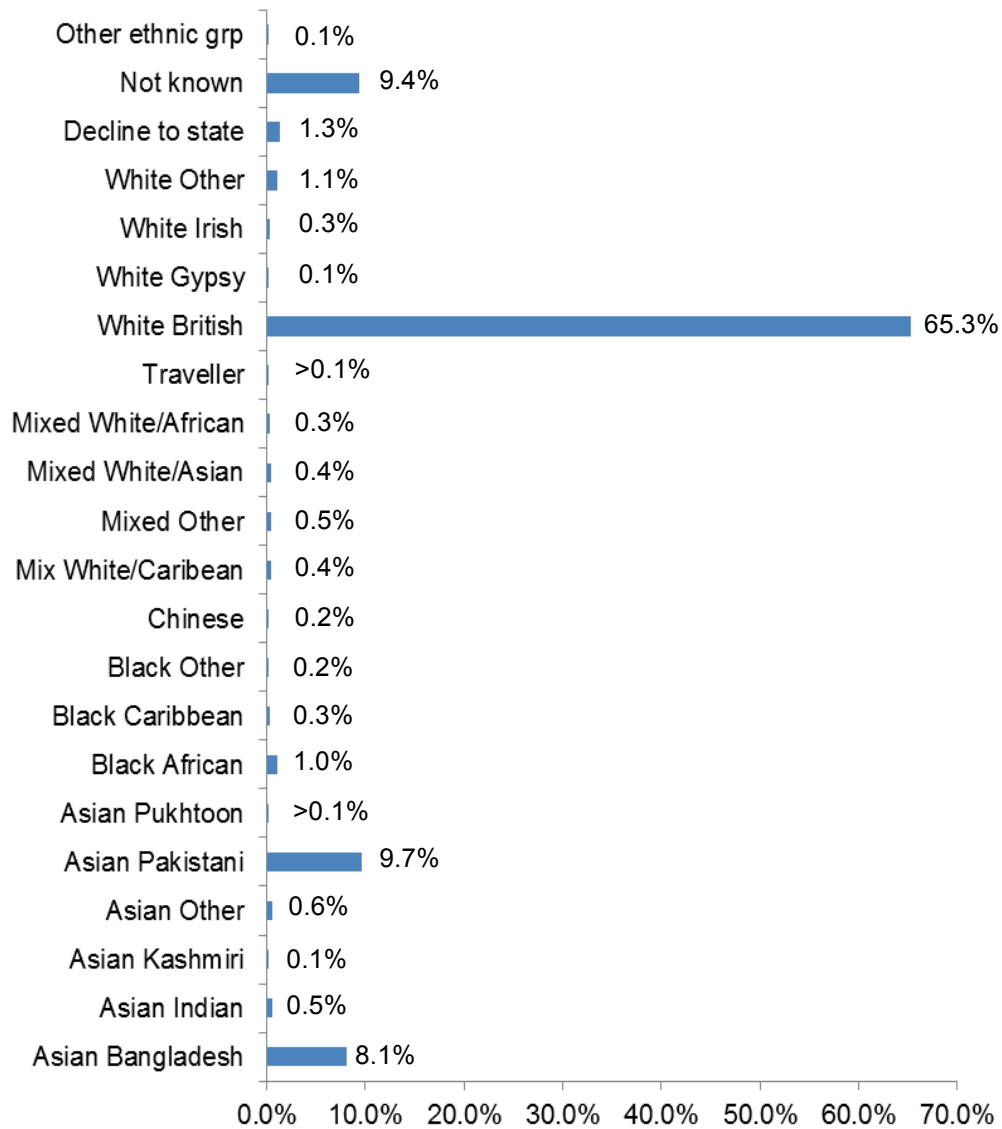


## All Active Borrowers

The following provides information on the gender, disability and ethnicity breakdown of anyone who's borrowed, renewed or returned a book in the time period between 1 October 2011 and 30 September 2012.

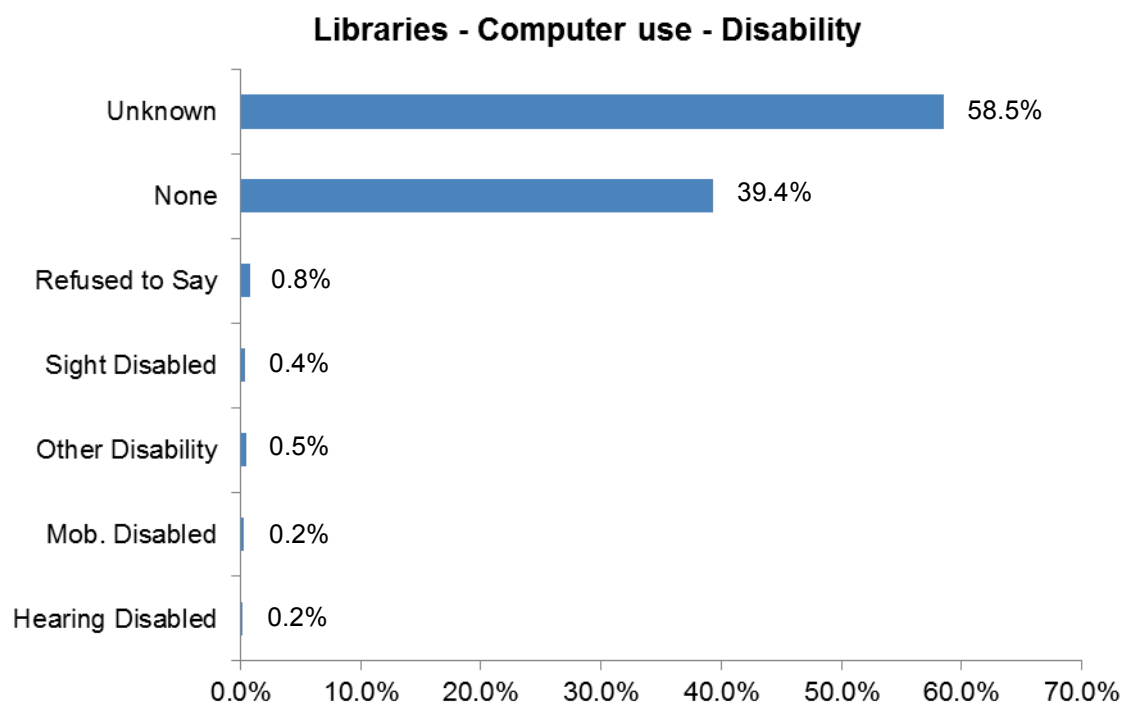
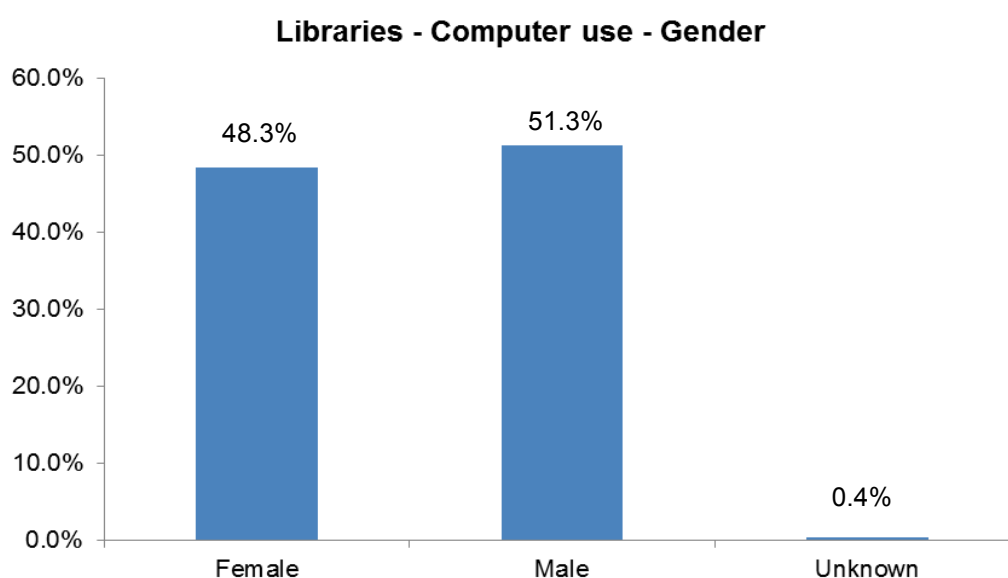


### Libraries - All active borrowers - Ethnicity

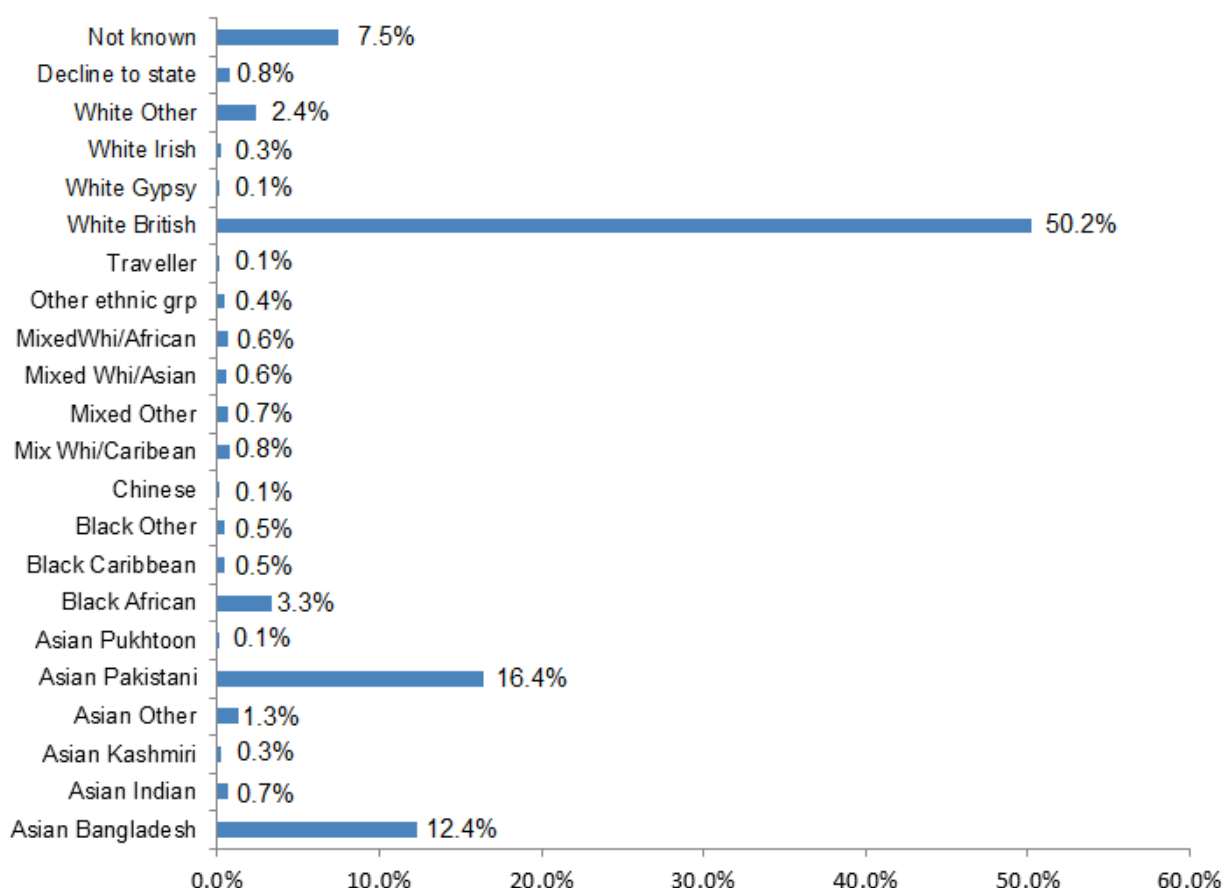


## Computer Users

The following provides information on the gender, disability and ethnicity breakdown of computer users in libraries in the period between 1<sup>st</sup> October 2011 and 30<sup>th</sup> September 2012.



## Libraries - Computer Use - Ethnicity



## Computer Applications

Computers in public libraries are equipped with a range of applications for use by library customers.

The following provides information on what the equality related computer applications are, and the table below presents the numbers of people who have used these applications at different library locations during the reporting period (October 2011 – September 2012).

- **Magnifier** is used to magnify the screen size for people with sight/visibility issues.
- **Supernova** is used for visual impairment. It magnifies the screen information and, if desired, describes what is on screen via audio.
- **BanglaWord** is a word processing application, specifically designed for writing Bengali documents.
- **Life in Britain** is the software to use for anybody who wants to apply for UK Citizenship.
- **InPage Urdu** is a tool for the pagemaking of Newspapers, Magazines & Books in Urdu/Arabic languages.
- **Global Office** allows users to write in Word, Excel, Powerpoint & Outlook in over 100 languages.

Library	Application					
	Magnifier	Supernova	Bangla Word	Life in Britain	InPage Urdu	Global Office
Central Children	40	2	0	0	0	0
Central Express	7	4	0	0	0	0
Central Library	40	16	0	0	0	0
Central Reference	32	17	0	0	0	0
Chadderton	0	134	202	144	144	70
Crompton	0	49	37	16	13	17
Failsworth	30	18	0	355	0	0
Fitton Hill	4	7	1	45	2	2
Greenfield	0	1	0	1	1	0
Lees	0	13	8	17	18	10
Limehurst	0	2	11	12	13	9
Northmoor	0	6	71	19	10	12
Royton	0	69	19	17	10	4
Uppermill	0	11	3	10	6	7

### How are we using this information to improve services?

The Library Service is undergoing a radical transformation of the offer we provide to our patrons; this includes moving to a modern Library Management System that will allow the service to collect robust data about our members and their usage patterns. This data will be used to tell us which items, subscriptions & services are being used, by which ethnic groups, and the demographic that they belong to. This data will inform and influence the service in how we promote events, the service we offer our customers and the facilities we provide to make us a continually improving service.

**Source: Oldham Council Libraries Service**



## 6. Licensing (Taxi Licensing)

Before anyone can become a taxi driver, they must first be licensed as a private hire / hackney carriage driver; and in order to apply for a licence, the following criteria must be met:

- To hold a valid GB or EU Driving License for at least two years or 1 year GB/EU and 1 year foreign;
- To have passed the prescribed tests (*see below*);
- To be at least 21 years of age.

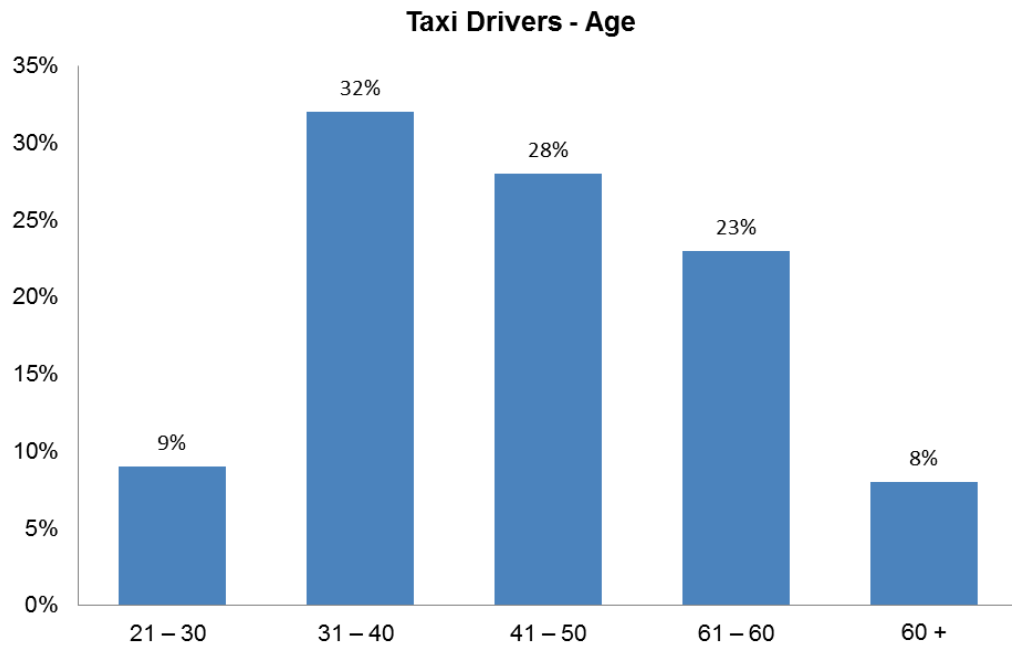
When an applicant has met these criteria, they then have to start the application procedure, which involves;

- completing the relevant application form;
- carrying out a 'Enhanced' Criminal Records Check;
- paying the appropriate fee;
- submitting the pass certificate for the private hire / hackney carriage DSA test;
- submitting verification that you have completed the first stage of an NVQ in Road Passenger Transport;
- having your doctor sign a medical form;
- passing the Council's written knowledge test;

New drivers are expected to complete the National Vocational Qualification (NVQ) in Road Passenger Transport within twelve months of being granted a licence. However, before a licence can be granted applicants must complete a VRQ, which looks at, amongst other things, an applicant's basic skills in literacy, numeracy and spoken English.

The following presents an age breakdown of taxi drivers (taken November 2012) in Oldham who held a taxi driving license issued by the council's Licensing Service.

Age Range	Number	Percentage
21 – 30	108	9%
31 – 40	377	32%
41 – 50	339	28%
61 – 60	274	23%
60 +	97	8%



### **How are we using this information to improve services?**

The council's Licensing Service has recently introduced an additional element to the tests undertaken by applicants wishing to get a taxi drivers licence. The equality breakdown of applicants taking this test will be obtained from the relevant training providers and will be analysed on an annual basis to identify trends in applications, particularly where specific equality groups are not applying.

**Source: Oldham Council Licensing Service**

## **7. Lifelong Learning**

Oldham Lifelong Learning Service is a direct deliverer of post-19 learning opportunities. The Local Authority is committed to providing learning in the most appropriate and convenient locations for learners.

The service is committed to delivering excellent service to learners, whilst continuously improving the way we promote equality and celebrate diversity.

As part of our on going commitment, we collect relevant equality information about our learners. This information helps us to understand if we are meeting learner needs and how we can improve the services we offer.

The information the service currently collects will help inform the service's equality objectives as part of the Equality Act 2010. The service currently collects information on some of the protected characteristics, namely Race, Gender, Age and Disability. The service will set objectives to ensure that information is collected on the remaining protected characteristics as relevant, by 2012/13 academic year.

This summary provides information on participation of learners from some of the protected equality characteristics as well as their attainment. The data covers learners who participated in courses during the 2011/12 academic year.

If you have any questions or comments about Oldham Lifelong Learning Service and equality and diversity please contact:

Chiaka Ebizie – Senior Manager, Lifelong Learning  
0161 770 3220 or [chiaka.ebizie@oldham.gov.uk](mailto:chiaka.ebizie@oldham.gov.uk)

## **Equality data – How is it used to inform the service?**

Learners attend one or more of the following types of courses: Adult Safeguarded Learning (ASL), First Steps and Learner Responsive (Now Adult Skills Budget).

### **Race**

In 2011/12 academic year;

- 38% of learners across all provision were from a black and minority ethnic (BME) background
- 37% of learners in ASL were from a BME background.
- 41% of learners in First Steps were from a BME background
- 48% of learners in Learner Responsive were from a BME background

The Oldham 2001 Census figures show that 9.8% of Oldham's population aged 19 and over were from a BME background. However, the 2012 population forecast for Oldham indicate that the ethnic composition of Oldham's population aged 19 and over is as follows: 85% of Oldham's population aged 19 and over are from white backgrounds; 15% are from Black and Minority Ethnic backgrounds.

The service provides courses across Oldham and targets learners in areas with high levels of deprivation and high representation of BME heritage residents. The service also works in areas with high levels of deprivation where the population is largely White-British heritage, for example in the Fitton Hill and Medlock Vale areas.

The service offers its provision in venues in communities with high levels of deprivation. 32% of learners across the service's courses (from all ethnic backgrounds) came from the top five most deprived wards in Oldham as defined by the index of multiple deprivation; 50% of our learners came from the top 10 deprived wards in Oldham.

### **Gender**

In 2011/12 academic year;

- 26% of learners across all provision were male
- 74% of learners across all provision were female
- 21% of learners in ASL were male
- 30% of learners in First Steps were male
- 31% of learners in Learner Responsive were male

The 2011 Census Population Estimates indicate that as of March 31 2011, Oldham had a total population of 165,260 residents aged 19 or over. Of this population, 48.2% of Oldham's population were male and 52% were female.

Men have traditionally been under-represented in Adult and Community Learning across the country. The percentage of male learners accessing the Service is in line with other Providers nationally. According to the Department for Business Innovation and Skills (BIS) Review of Informal Adult and Community Learning (IACL): Equality Impact Assessment, Revised Screening Document published in September 2011 25% of participants in IACL nationally are male<sup>1</sup>.

## **Age**

The service statistics show that people of all ages accessed the service.

- 11% of learners are aged 19 – 24 (Oldham – 10%)
- 27% were aged 25 – 34 (Oldham – 18%)
- 21% were aged 35 – 44 (Oldham – 19%)
- 15% were aged 45 – 54 (Oldham – 18%)
- 13% were aged 55 – 64 (Oldham – 15%)
- 9% were aged 65+ (Oldham – 20%)

The service attracts learners from a wide variety of age groups. The percentage of learners accessing our service compares well with the age range of the local population.

The service percentages are in line with the BIS Review of Informal Adult and Community Learning (IACL): Equality Impact Assessment, Revised Screening Document published in September 2011, which states that 92% of learners funded by Adult Safeguarded learning are aged 25 and over<sup>1</sup>.

## **Disability**

- 12% percent of learners across all provision declared a disability
- 12% of learners in ASL declared a disability
- 15% of learners in First Steps declared a disability
- 14% of learners in Learner Responsive declared a disability

In addition;

- 10% of learners across all provision declared a learning difficulty
- 10% of learners in ASL declared a learning difficulty

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<sup>1</sup> Statistical First Release DS/SFR12

- 12% of learners in First Steps declared a learning difficulty
- 13% of learners in Learner Responsive declared a learning difficulty

According to the BIS Review of Informal Adult and Community Learning (IACL): Equality Impact Assessment, Revised Screening Document published in September 2011 2% of England's population have a learning disability and 12% of IACL learners declared that they have a learning disability<sup>1</sup>.

### **Supported Learners**

These are learners who are assisted by either the Learner Support Team or external support. Supported learners receive a wide range of support. A supported learner may have a Learning Support Assistant in the classroom or they may have one session with their tutor and an Assistant to plan how course materials can be adapted to suit their requirements. Support is also provided through specialist resources and assistive technology.

- 8% of learners across all provision were supported.
- 6% of learners in ASL were supported
- 7% of learners in First Steps were supported
- 6 % of learners in Learner Responsive courses were supported

The balance of supported learners in vocational courses shows that supported learners are being fully integrated into qualification courses, which is a key aim of the Learning Support function.

### **Deprivation**

The service offers its provision in venues in communities with high levels of deprivation. 32% of learners across the service's courses (from all ethnic backgrounds) came from the top five most deprived wards in Oldham as defined by the index of multiple deprivation; 50% of our learners came from the top 10 deprived wards in Oldham. This reflects the service's efforts to work in the areas of most need.

### **Learners who received a concession**

These are learners who either paid nothing for their course or received a discount.

- 80% of learners across all provision received a concession.

## **How well do learners from different backgrounds achieve?**

Oldham Lifelong Learning Service monitors whether learners complete their course, if they pass their exam or achieve their learning outcome at the end of the course. This statistic is called the success rate.

The service continues to monitor success rates by equality groups. It looks at how successful different equality groups are, for example how successful are men compared to women. It also looks at learners grouped together by ethnicity, gender, disability, age, concessionary status, and supported learners. The overall service data for 2011/12 shows that all learners are achieving as well as their peers. There were no trends by equality groups that caused concern.

If managers identify significant variances, they put an action plan in place. This will be to ensure that the reason for the variance is identified and that relevant actions are taken to ensure that the gap is narrowed.

## **Learner satisfaction**

The service's Learner Satisfaction Survey gives more detail about how satisfied learners are with the service. The proportion of learners by equality group who completed the survey compares well to the proportion of learners by equality group who learn with us. In addition the English for Speakers of Other Languages and Skills For Life curriculums now use adapted surveys which have made the satisfaction survey more accessible to these groups.

The service has in place a range of mechanisms where learners can make suggestions for improvements to the service. Out of over 6,000 learners who attended courses in the 2011/12 academic year, there were 2 formal complaints received. All complaints were dealt with to the satisfaction of the complainants and improvements were put in place as appropriate.

Complaints are analysed against the protected characteristics and there were no trends by equality groups that caused concern. The complaints system is accessible to all groups of learners.

The service operates an harassment and bullying policy and procedure and hate incident reporting system.

## **Equality planning, consultation and involvement**

Learners and staff have been involved in the annual self assessment on equality and diversity every year. Equality Impact Assessments have been completed where appropriate.

Other forms of consultation in 2011/12 have included consultation events for learners and partners to help to decide what courses we put on and

where we put them on and also course feedback sheets and surveys. The service also undertook consultation with learners during the development of the service's equality objectives. The outcome of the consultation events has informed service planning and objective setting.

### **Staffing / Employment**

As the service sits within Oldham Council, information on employment is collated and monitored corporately. The Service, in line with corporate policy, continues to operate a Positive Action Strategy for Staff Recruitment and Development.

### **Diversity celebration**

The service has in the past contributed to a number of diversity celebration events including Oldham's Festival of Diversity, No Place for Racism, International Day Against Homophobia and Refugee Week.

*Source: Oldham Life Long Learning Service data*



## 8. Localising Council Tax Benefit

The council has been preparing for the introduction of a localised Council Tax Support Scheme to replace Council Tax Benefit from 1<sup>st</sup> April 2013.

Council Tax Benefit is a national means tested benefit which pays claimants who are entitled to receive it under the present national criteria. It is currently administered by the council on behalf of the Department of Work and Pensions (DWP) who reimburse the council the full costs. Each billing authority must agree a localised Council Tax Support Scheme at full Council to replace Council Tax Benefit by 31<sup>st</sup> January 2013.

The following information has been gathered to help inform the new scheme. The data was taken from the live benefit database as at July 2012 unless otherwise stated.

### Current Council Tax Benefit claimants

The breakdown of claims by claimant type is as follows:

Type of Recipient	Number	%
Elderly	10,786	39%
Working age - passported benefits	11,008	40%
Working age – other	5,806	21%
TOTAL	<b>27,600</b>	<b>100%</b>

The breakdown of claims by council tax band is as follows:

Band	A	B	C	D	E	F	G	H
Number of claimants	21,413	3,379	2,069	512	157	52	16	2

The breakdown of claimants by ward is as follows:

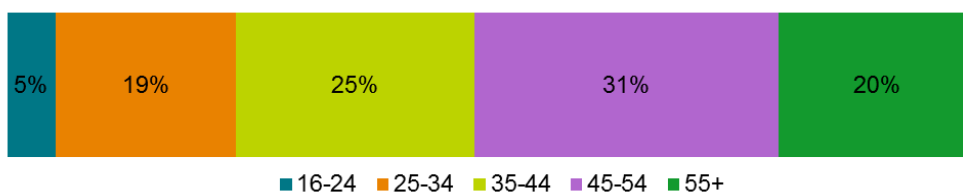
Ward	Elderly	Working	Total
Alexandra	687	1758	2,445
Chadderton Central	434	532	966
Chadderton North	509	627	1,136
Chadderton South	577	770	1,347
Coldhurst	778	1921	2,699
Crompton	548	374	922
Failsworth East	537	488	1,025
Failsworth West	613	657	1,270
Hollinwood	764	1288	2,052
Medlock Vale	600	1178	1,778
Royton North	491	370	861
Royton South	492	496	988
Saddleworth North	290	186	476
Saddleworth South	333	155	488
Saddleworth West and Lees	440	343	783
Shaw	526	658	1,184
St James	458	1006	1,464
St. Mary's	579	1622	2,201
Waterhead	631	1159	1,790
Werneth	499	1226	1,725
<b>TOTAL</b>	<b>10,786</b>	<b>16,814</b>	<b>27,600</b>

As part of the consultation process for Council Tax Benefit we carried out an equality monitoring exercise on the respondents. The results were as follows:

Around four in ten (43%) respondents were male and around six in ten (57%) were female.<sup>2</sup>

Respondents were asked to write in their age. More than half (51%) of respondents were aged 45 or over; few (5%) were aged 16-24. There are no respondents aged 65 or over because this consultation was targeted at households directly affected by the proposed changes to Council Tax Benefit.

### Localising council tax benefit - age of respondents



<sup>2</sup> Findings in this section use 'All responding' as the base unless stated otherwise.

The ethnic group composition of respondents was in line, broadly speaking, with the ethnic group composition of Oldham's population:

- around three in four (76%) respondents said they were White or White British;
- one in ten (10%) were of Bangladeshi heritage
- close to one in ten (8%) were of Pakistani heritage
- small proportions of respondents were from mixed backgrounds (2%) and from Black or Black Caribbean backgrounds (2%).<sup>3</sup>

Over half (54%) of those responding identified as Christian; one in five (20%) said they had no religion and the same proportion (20%) identified as Muslim.

Most respondents (86%) considered themselves heterosexual or straight; 3% identified as gay, lesbian or bisexual. Around one in ten (9%) of those responding answered 'prefer not to say'.

### **How are we using this information to inform services?**

Many of the mitigating actions have been introduced as a result of the equality impact assessment and consultation feedback received, including introduction of fortnightly direct debit pilot and offering the opportunity for residents to make payments of Council Tax over 12 monthly instalments rather than the normal 10 instalments.

We have revised our proposed scheme to include a proposal to maintain the current local disregard of 100% of any payments received from War Disablement, War Widows and Armed Forces Compensation Schemes.

***Source: Oldham Council Corporate Research and Intelligence Team***

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<sup>3</sup> A very few respondents were from ethnic groups not included within the categories discussed

## 9. School Census Data

The council gathers school census information on an annual basis. The following information provides a breakdown of the gender, ethnicity and BME percentage by age of all school pupils for both primary and secondary education.

### How do we use this data to inform services?

The council collects school census information on a termly basis. This information includes population projections and demographic statistics for Oldham, including information on BME (Black Minority Ethnic), First Language, SEN (Special Educational Needs) and FSM (Free School Meals) populations. This data feeds into monitoring attainment by vulnerable groups, which the council uses to inform the finance, planning and delivery of school services.

School Census – January 2012		
Gender		
	Boys	Girls
Primary Schools	12233	11939
Secondary Schools	8034	7665

School Census – January 2012			
Ethnicity – Percentage			
Ethnicity	Primary	Secondary	Total
Bangladeshi	14.68	11.42	13.34
Indian	0.55	0.39	0.49
Other Asian	1.13	0.56	0.93
Pakistani	18.66	11.76	15.89
Black African	1.29	0.69	1.05
Black Caribbean	0.24	0.18	0.21
Black Other	0.13	0.10	0.13
Chinese	0.24	0.24	0.24
Other Mixed	0.71	0.71	0.71
Mixed Asian	1.27	0.57	0.99
Mixed African	0.41	0.23	0.43
Mixed Caribbean	1.34	1.51	1.41
White British	55.95	68.59	61.03
Other White	0.80	1.92	1.23
Other	0.50	0.31	0.43
Not Obtained	1.01	0.30	0.73
Refused	0.84	0.38	0.65

School Census – January 2012		
Ethnicity Numbers by Age		
(First or only registration)		
Year Group	Age	% BME
Reception	4	41.9
Y1	5	43.0
Y2	6	41.4
Y3	7	41.5
Y4	8	42.1
Y5	9	39.9
Y6	10	39.1
Y7	11	33.0
Y8	12	32.8
Y9	13	33.2
Y10	14	30.9
Y11	15	29.2

## **GCSE Attainment**

The data on the following pages provides information on the equality breakdown of GCSE attainment in Oldham for the reporting period.

This information includes;

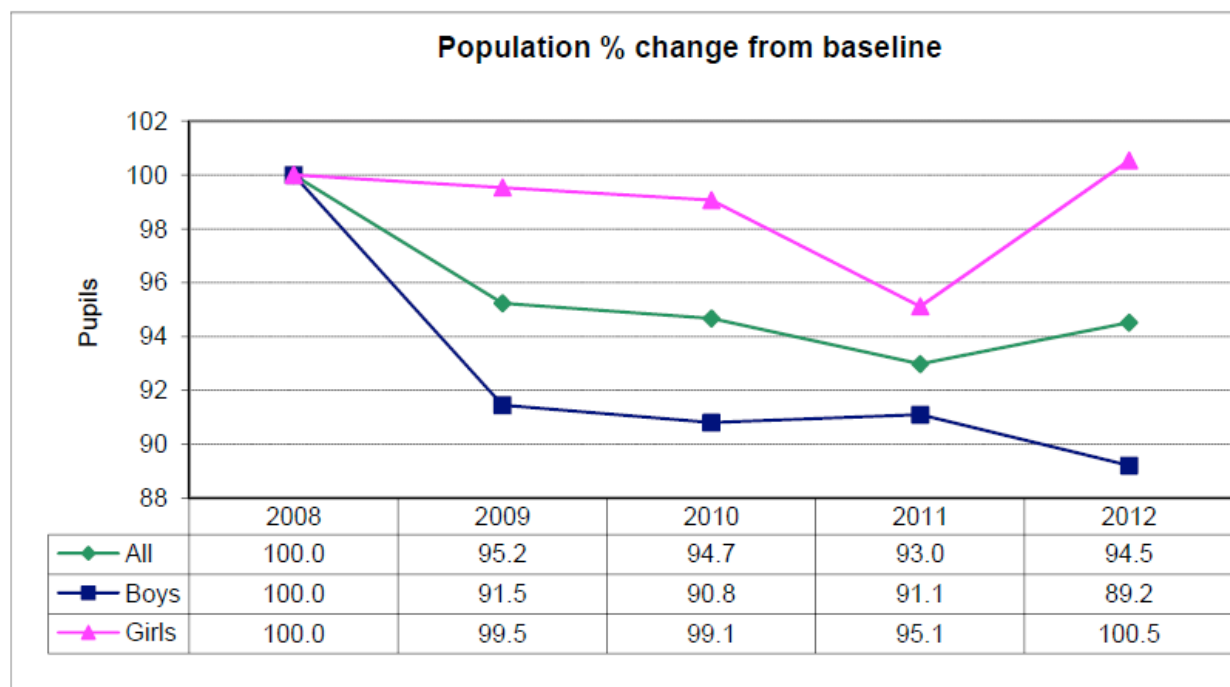
- Population (numbers) of boys and girls and the percentage change from 2008 to 2012.
- Numbers of pupils achieving 5 or more A\*-C grades from 2008 to 2012.
- Pupils by ethnicity from 2008 to 2012.
- Numbers of pupils achieving 5 or more A\*-C grades by ethnicity from 2008 to 2012.
- Pupils who receive Free School Meals (FSM) from 2008 to 2012.
- Numbers of pupils achieving 5 or more A\*-C grades who receive Free School Meals (FSM) from 2008 to 2012.
- Pupils with Special Educational Needs (SEN) from 2008 to 2012.
- Numbers of pupils achieving 5 or more A\*-C grades with Special Educational Needs (SEN) from 2008 to 2012.

## **How do we use this data to inform services?**

The council collects information on Key Stage 4 (GCSE) and KS2 attainment on an annual basis. This contains information on attainment by Gender, BME (Black Minority Ethnic) SEN (Special Educational Needs) and FSM (Free School Meals) populations. The attainment of these vulnerable groups is regularly monitored to ensure any areas for improvement can be identified and is fed back to schools. This information is also used to set local targets for Oldham Council in monitoring and improving the attainment of these vulnerable groups.

# Key Stage 4 Performance Summary 2012

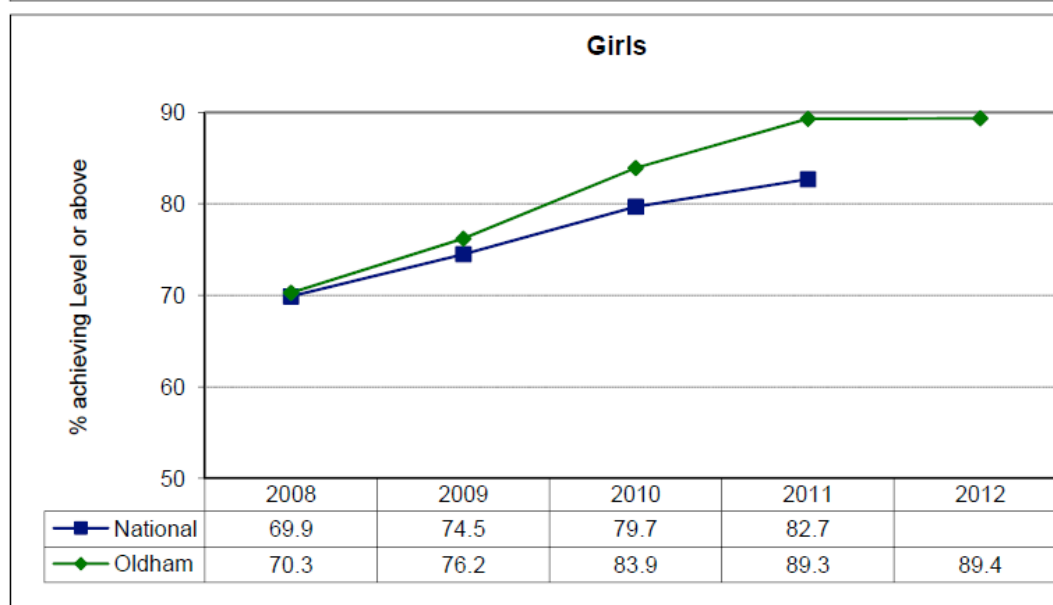
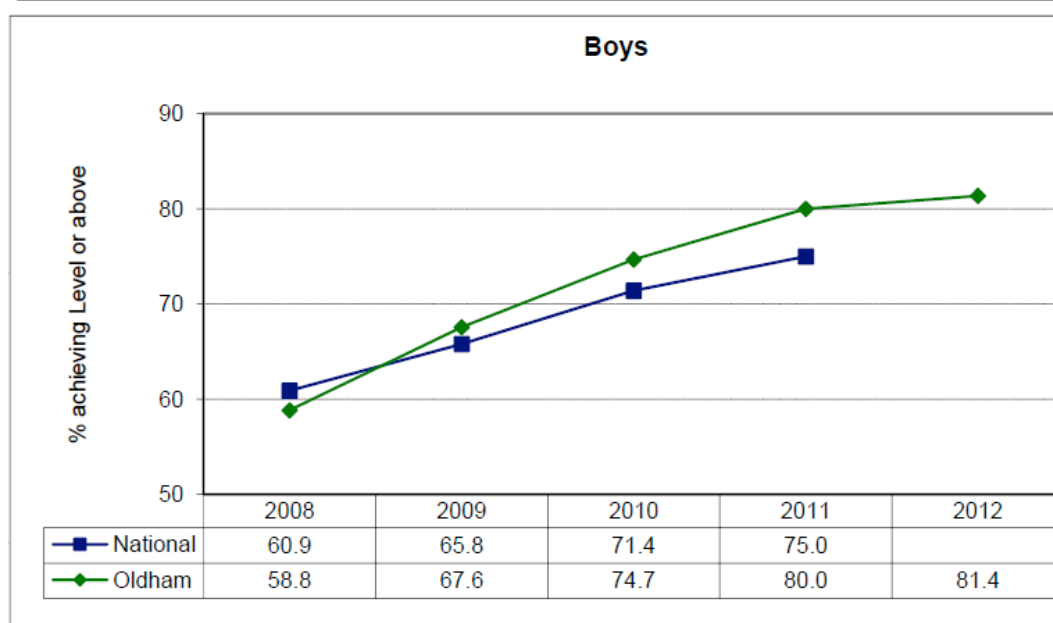
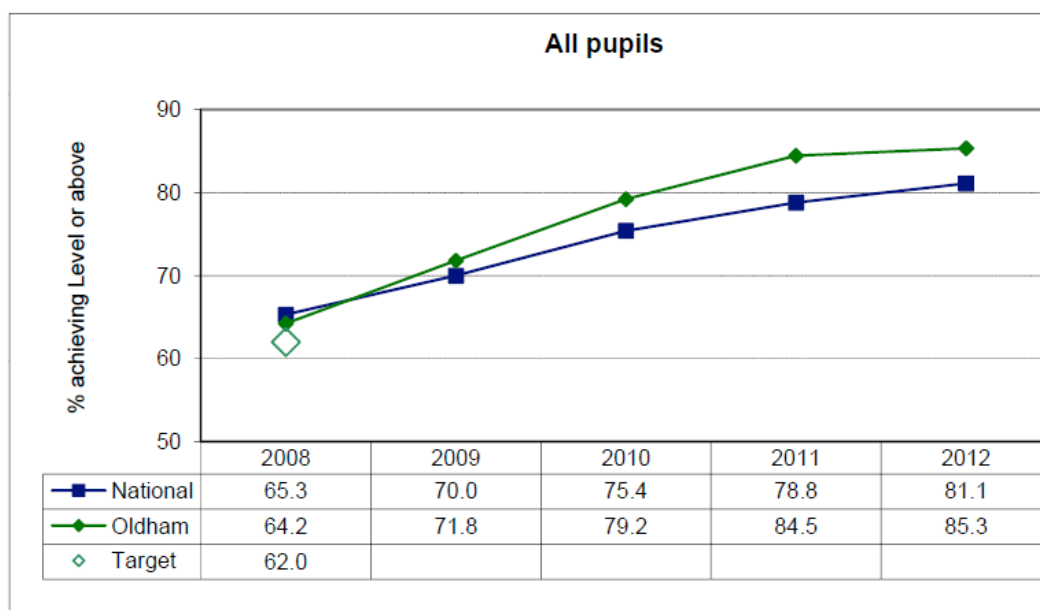
## Population



	Actual population				
	2008	2009	2010	2011	2012
All	3191	3039	3021	2967	3016
Boys	1696	1551	1540	1545	1513
Girls	1495	1488	1481	1422	1503
Boys%	53.1%	51.0%	51.0%	52.1%	50.2%
Girls%	46.9%	49.0%	49.0%	47.9%	49.8%

# Key Stage 4 Performance Summary 2012

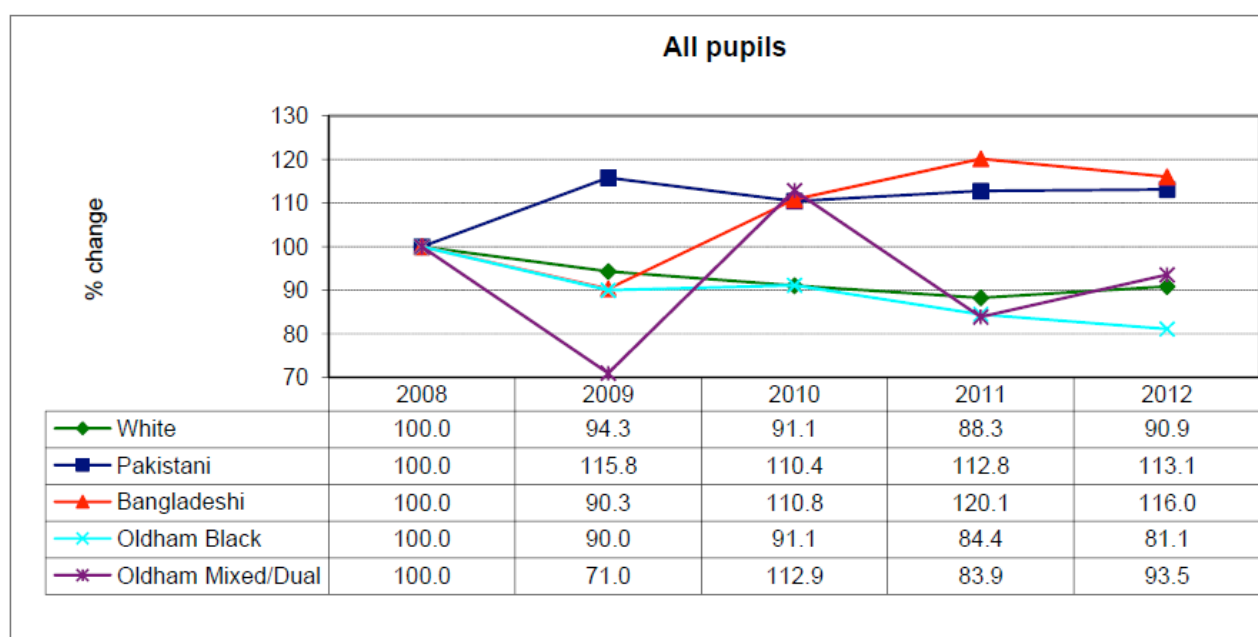
## 5 or more A\*-C





# Key Stage 4 Ethnicity Performance Summary 2012

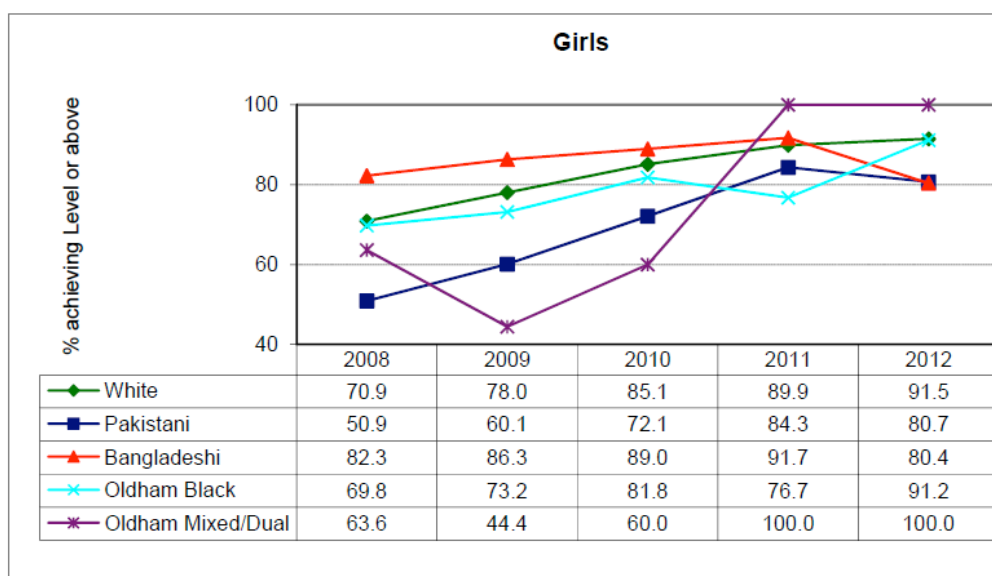
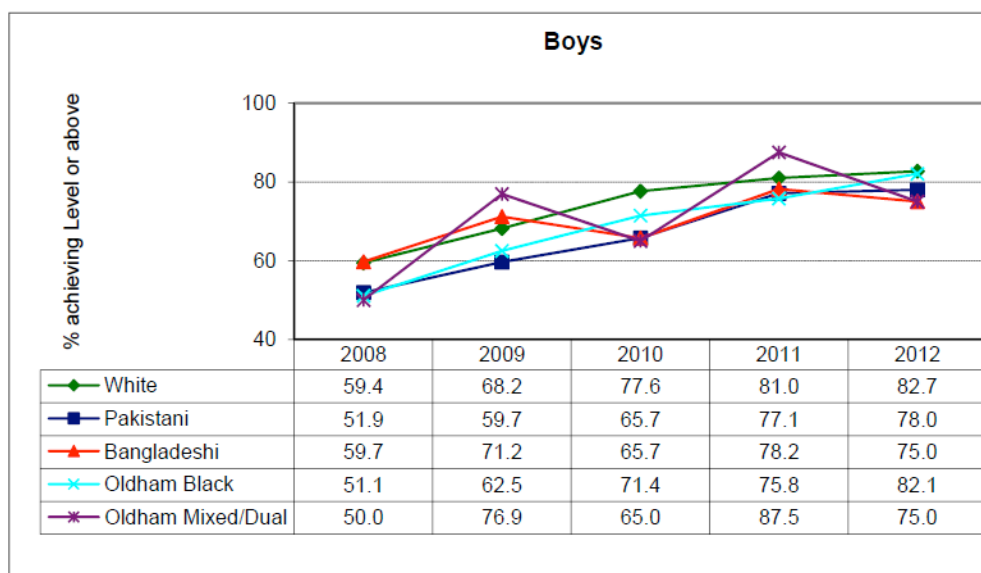
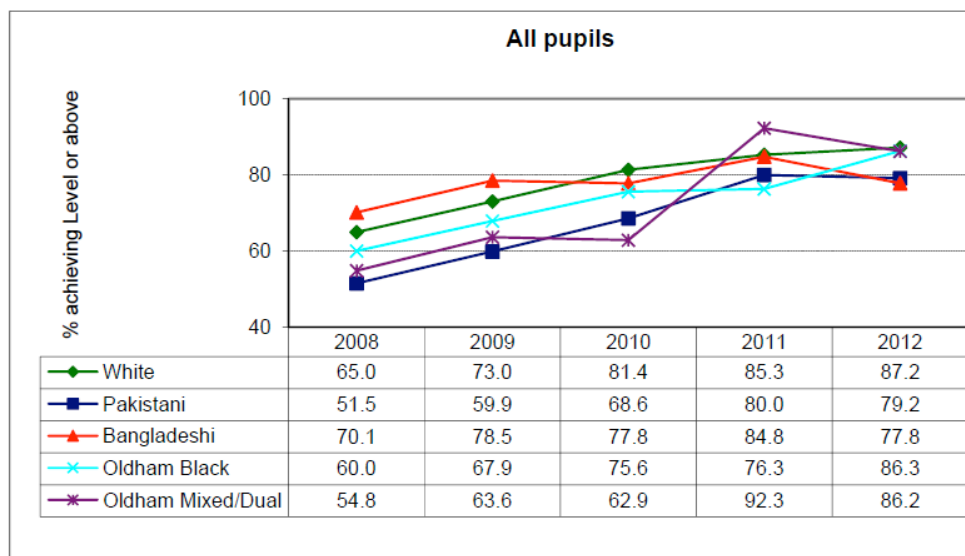
## Population % change from baseline



	Actual population				
	2008	2009	2010	2011	2012
<b>All ethnicity</b>	3191	3039	3021	2967	3016
<b>White</b>	2438	2299	2220	2152	2215
<b>Pakistani</b>	297	344	328	335	336
<b>Bangladeshi</b>	268	242	297	322	311
<b>Oldham Black</b>	90	81	82	76	73
<b>Oldham Mixed/Dual</b>	31	22	35	26	29
<b>All others</b>	67	51	59	56	52
<b>White%</b>	76.4%	75.6%	73.5%	72.5%	73.4%
<b>Pakistani%</b>	9.3%	11.3%	10.9%	11.3%	11.1%
<b>Bangladeshi%</b>	8.4%	8.0%	9.8%	10.9%	10.3%
<b>Oldham Black%</b>	2.8%	2.7%	2.7%	2.6%	2.4%
<b>Oldham Mixed/Dual%</b>	1.0%	0.7%	1.2%	0.9%	1.0%
<b>All others%</b>	2.1%	1.7%	2.0%	1.9%	1.7%

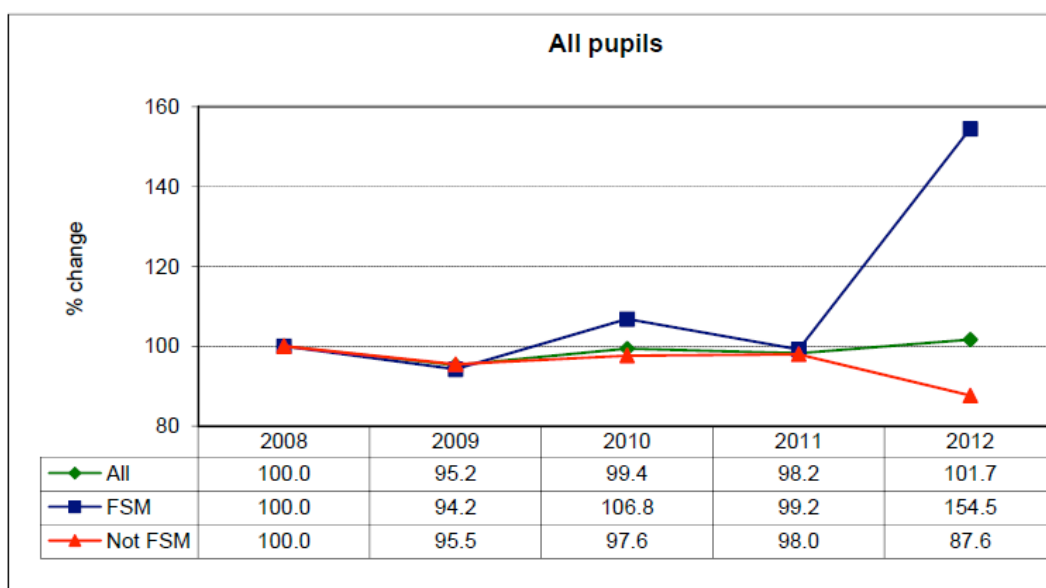
# Key Stage 4 Ethnicity Performance Summary 2012

## 5 or more A\*-C



## Key Stage 4 FSM Performance Summary 2012

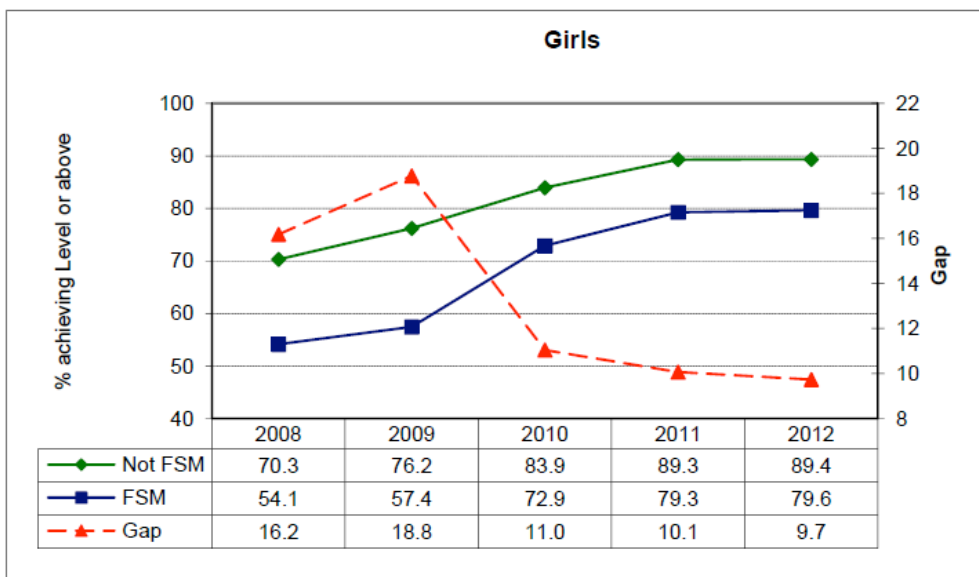
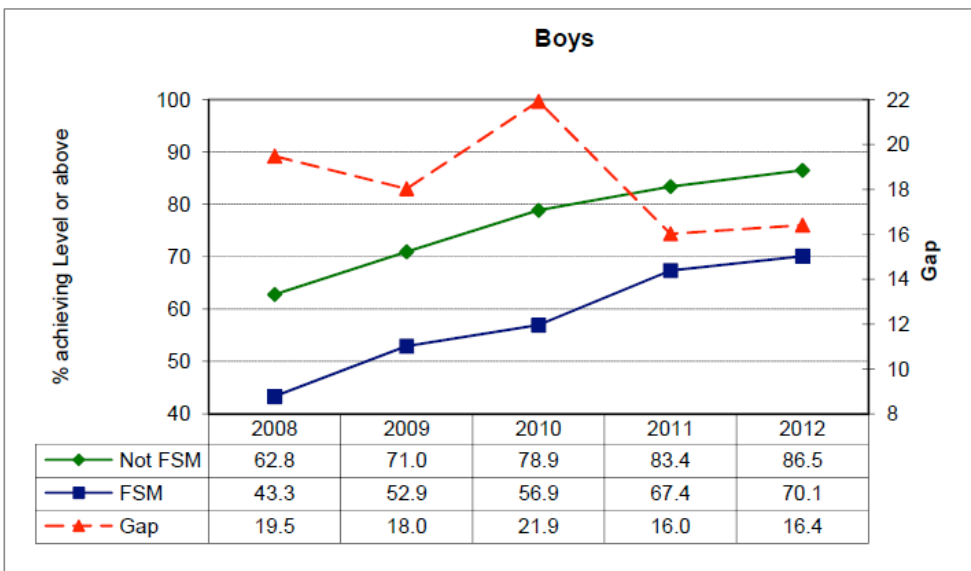
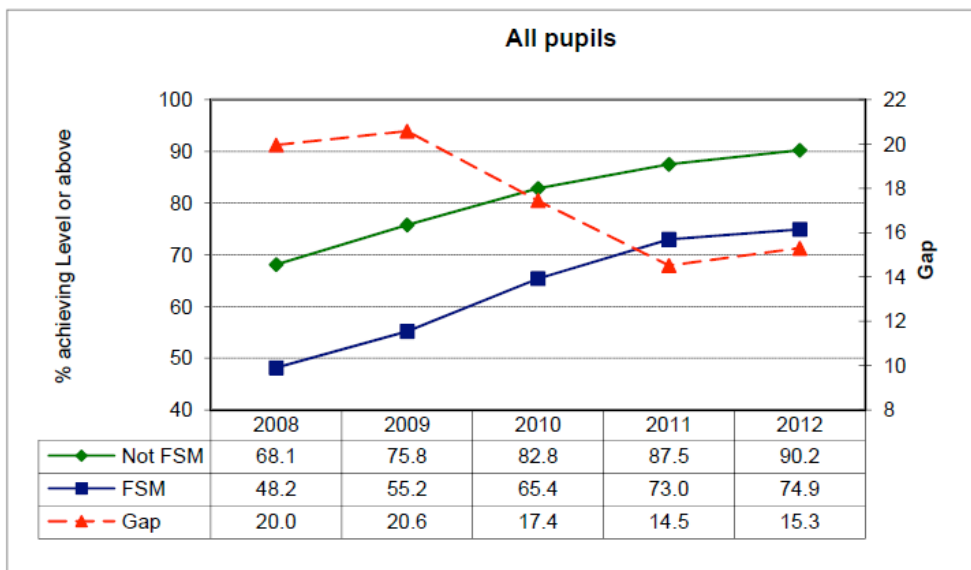
### Population % change from baseline



	Actual population				
	2008	2009	2010	2011	2012
<b>All pupils</b>					
<b>All</b>	3191	3039	3021	2967	3016
<b>FSM</b>	623	587	627	622	961
<b>Not FSM</b>	2568	2452	2394	2345	2055
<b>FSM%</b>	19.5%	19.3%	20.8%	21.0%	31.9%
<b>Boys</b>					
<b>All</b>	1696	1551	1540	1545	1513
<b>FSM</b>	344	291	295	328	475
<b>Not FSM</b>	1352	1260	1245	1217	1038
<b>FSM%</b>	20.3%	18.8%	19.2%	21.2%	31.4%
<b>Girls</b>					
<b>All</b>	1495	1488	1481	1422	1503
<b>FSM</b>	279	296	332	294	486
<b>Not FSM</b>	1216	1192	1149	1128	1017
<b>FSM%</b>	18.7%	19.9%	22.4%	20.7%	32.3%

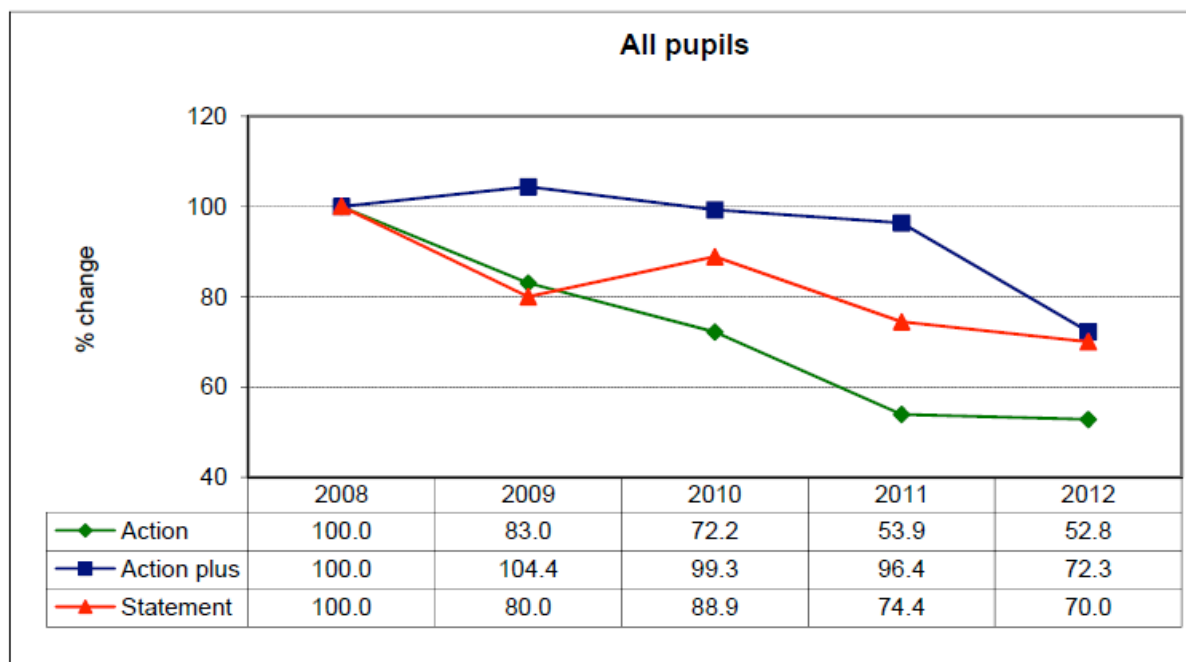
# Key Stage 4 FSM Performance Summary 2012

## 5 or more A\*-C



# Key Stage 4 SEN Performance Summary 2012

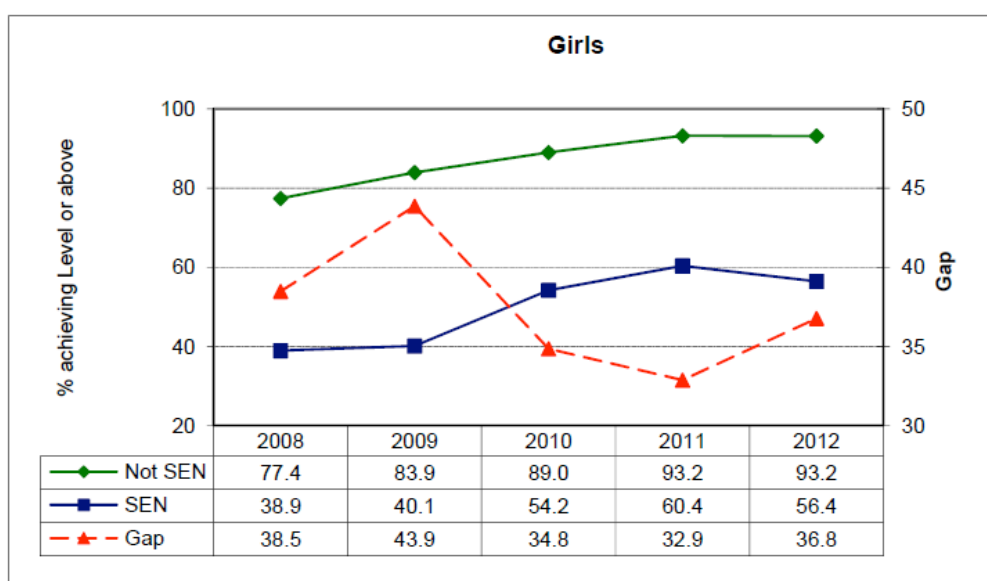
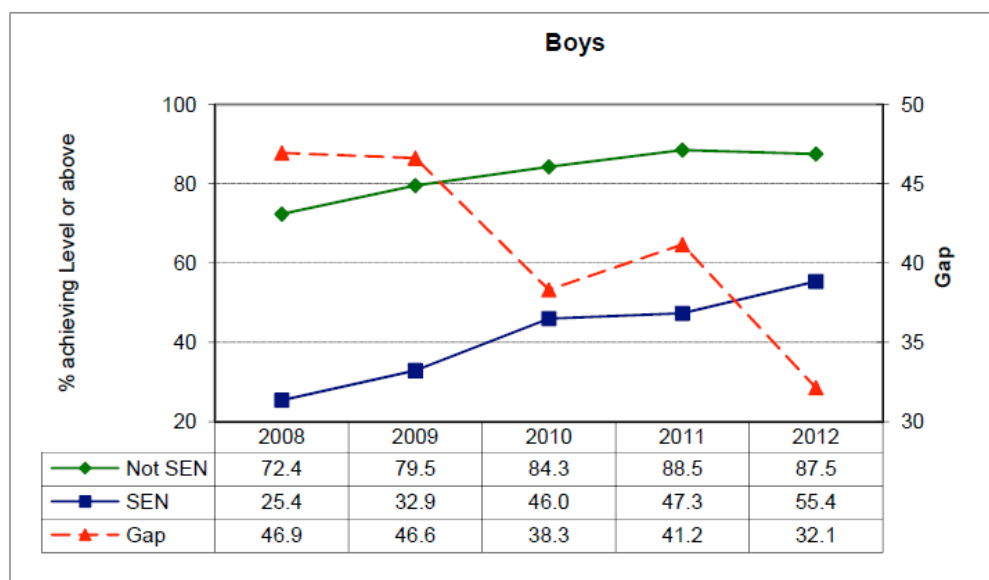
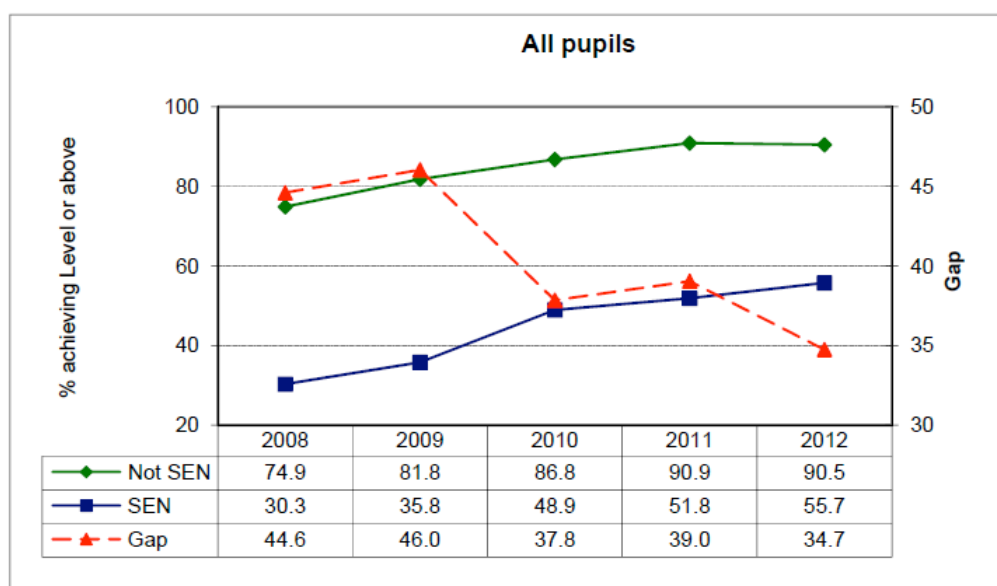
## Population % change from baseline



	Actual population				
	2008	2009	2010	2011	2012
<b>All pupils</b>					
All pupils	3191	3039	3021	2967	3016
Action	536	445	387	289	283
Action plus	137	143	136	132	99
Statement	90	72	80	67	63
All SEN	763	660	603	488	445
All SEN%	23.9%	21.7%	20.0%	16.4%	14.8%
<b>Boys</b>					
All boys	1696	1551	1540	1545	1513
Action	326	261	231	182	179
Action plus	93	93	100	86	68
Statement	69	44	56	51	42
All SEN	488	398	387	319	289
All SEN%	28.8%	25.7%	25.1%	20.6%	19.1%
<b>Girls</b>					
All girls	1495	1488	1481	1422	1503
Action	210	184	156	107	104
Action plus	44	50	36	46	31
Statement	21	28	24	16	21
All SEN	275	262	216	169	156
All SEN%	18.4%	17.6%	14.6%	11.9%	10.4%

# Key Stage 4 SEN Performance Summary 2012

## 5 or more A\*-C



## **Persistent Absence**

The data on the following pages provide information on the equality breakdown of persistent absence from schools in Oldham for the reporting period.

The data provides information broken down by half term periods in the school year;

- HT1-2 refers to the data collected during the first term of school.
- HT1-4 refers to the data collected during the first and second term of school.
- HT1-5 refers to the data collected during the first and second terms and the first half term period of the summer term. (Up until May.)

The Government currently only provides the council with persistent absence data until May. Going forward, the Government will provide councils with data for the complete school year.

This information includes;

### **Primary**

- Overall primary persistent absence from 2006-7 to 2010-11.
- Primary persistent absence by ethnicity with BME (Black Minority Ethnic) split from 2006-7 to 2010-11.
- Primary persistent absence by ethnicity and Free School Meals (FSM) from 2006-7 to 2010-11.
- Primary persistent absence by ethnicity and Special Educational Needs (SEN) from 2006-7 to 2010-11

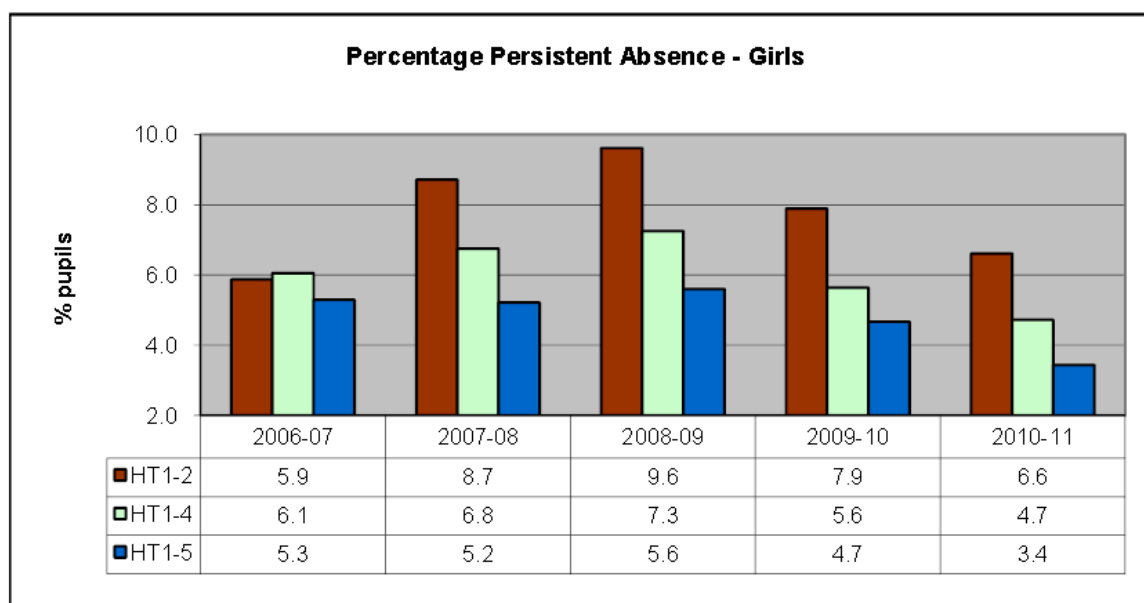
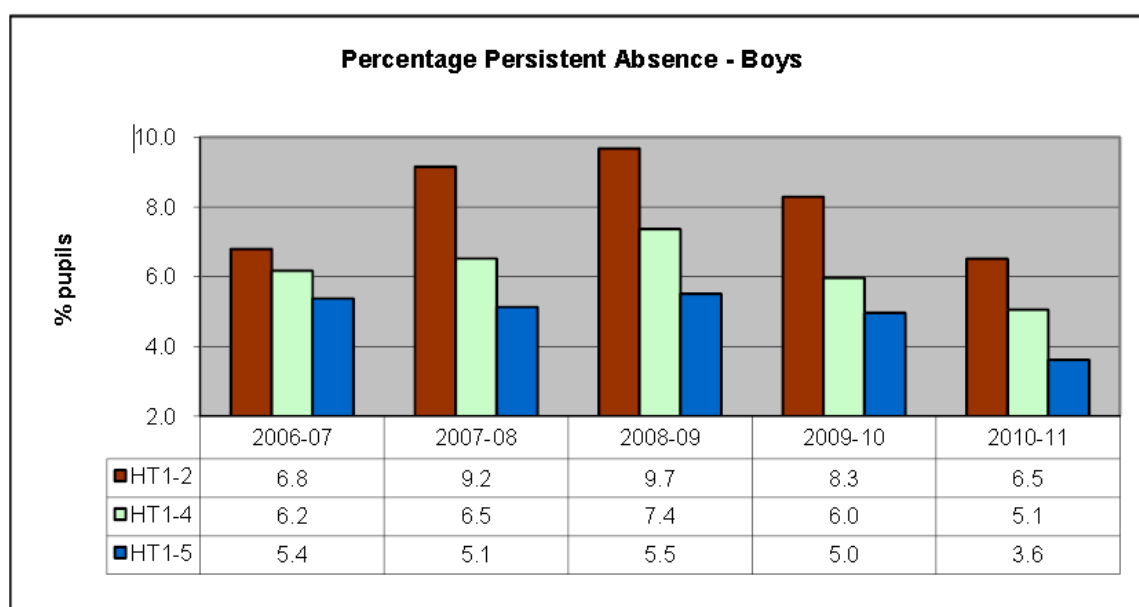
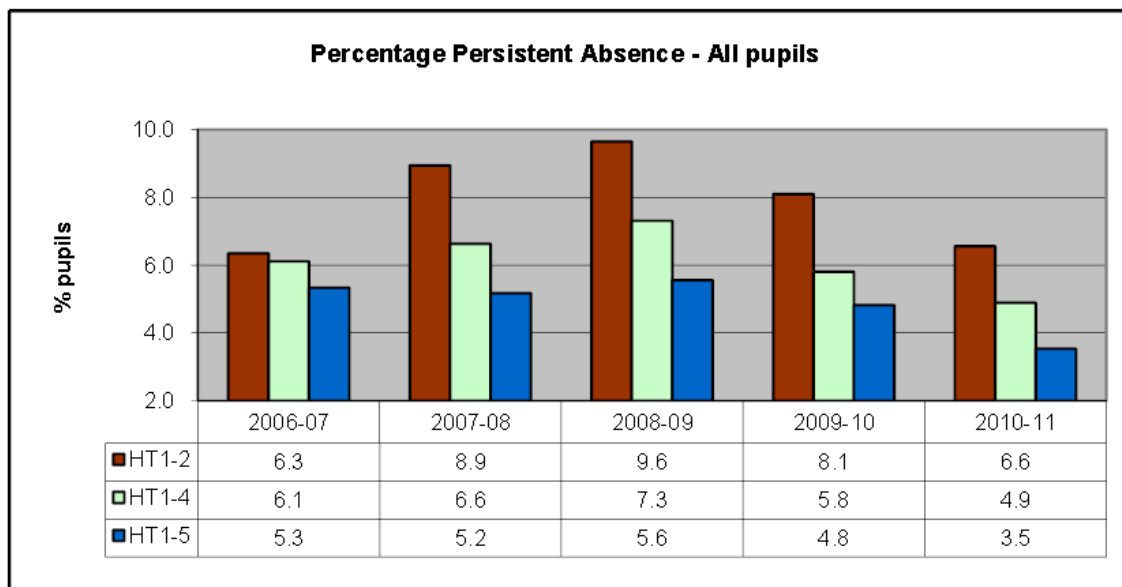
### **Secondary**

- Overall secondary persistent absence from 2006-7 to 2010-11.
- Secondary persistent absence by ethnicity with BME (Black Minority Ethnic) split from 2006-7 to 2010-11.
- Secondary persistent absence by ethnicity and Free School Meals (FSM) from 2006-7 to 2010-11.
- Secondary persistent absence by ethnicity and Special Educational Needs (SEN) from 2006-7 to 2010-11

### **How do we use this data to inform services?**

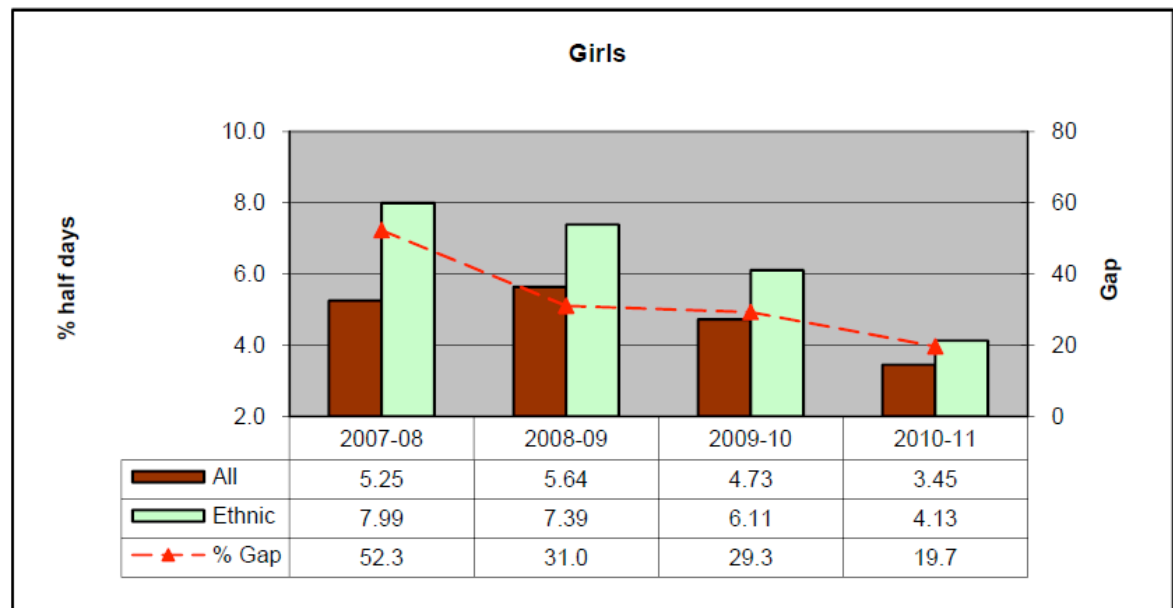
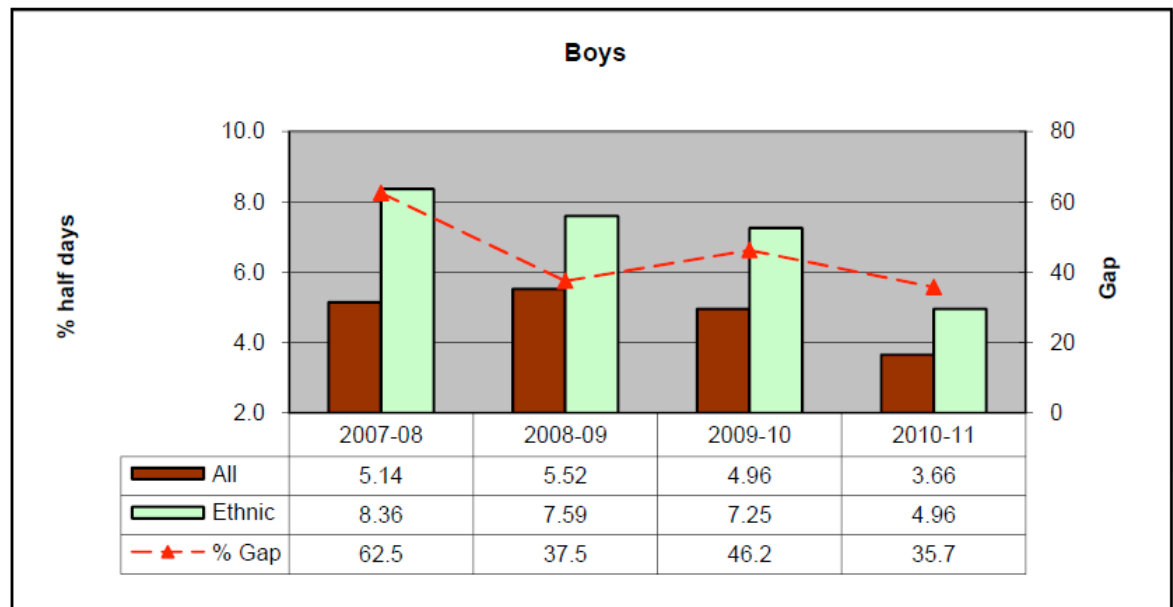
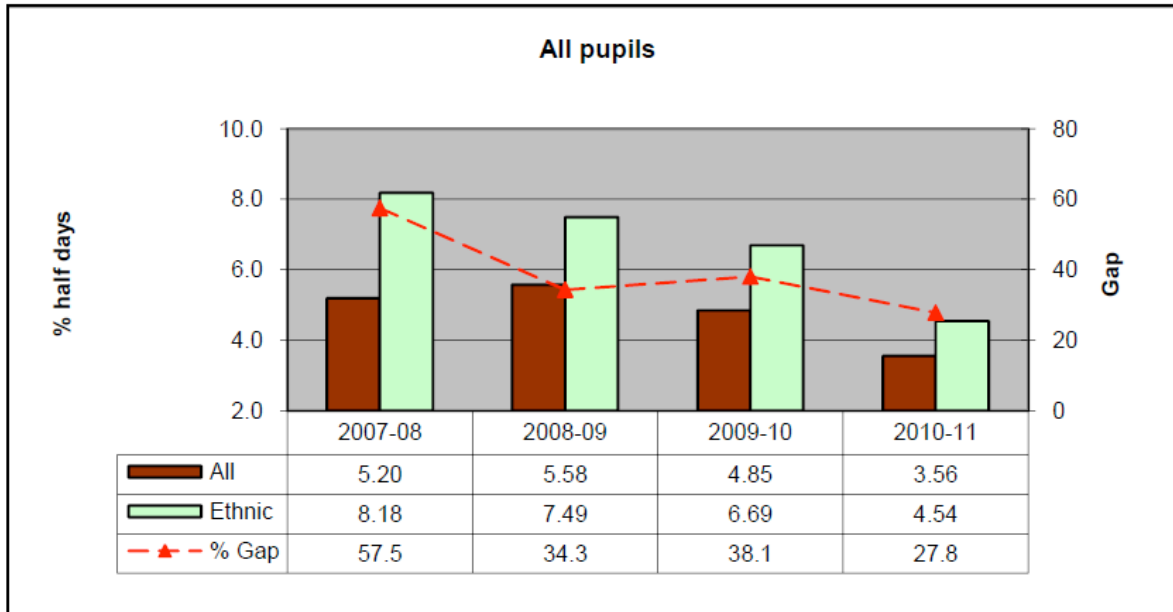
The council collects information on pupils who are persistently absent from school. This information is broken down by Gender, BME (Black Minority Ethnic) SEN (Special Educational Needs) and FSM (Free School Meals). Persistent absence is regularly monitored to ensure any areas for improvement can be identified and is fed back to schools.

## Primary Persistent Absence - New (15%) 2010-11



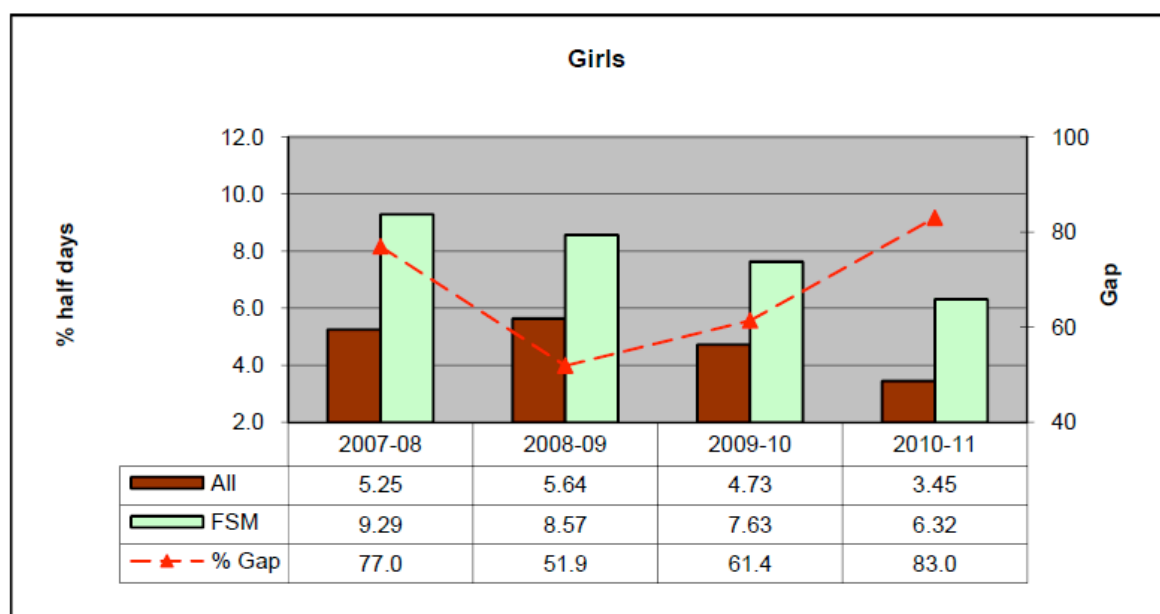
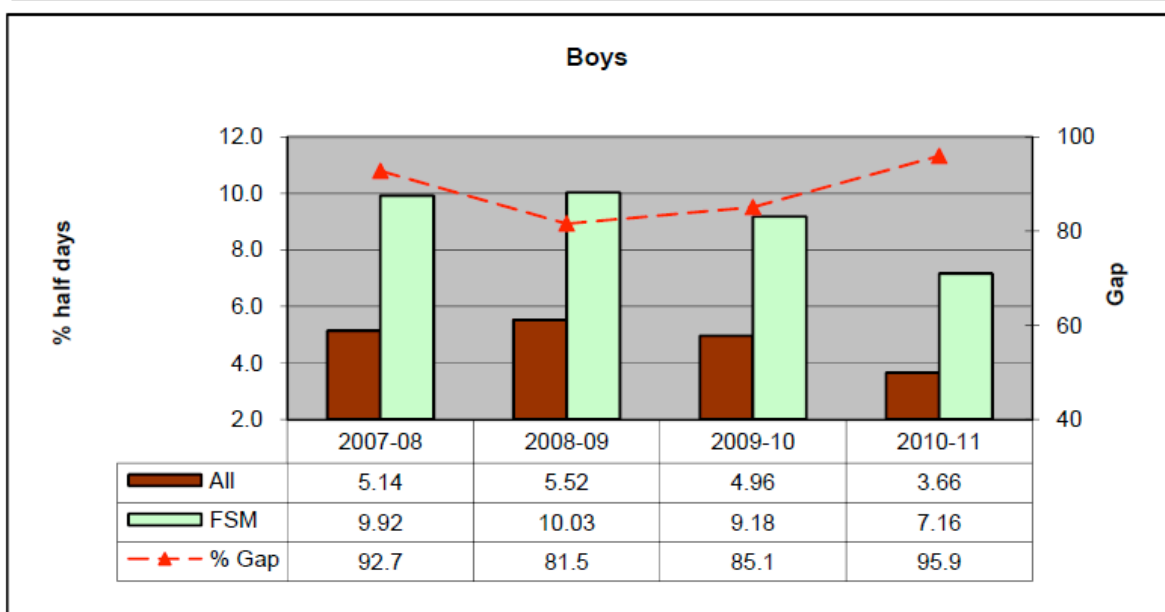
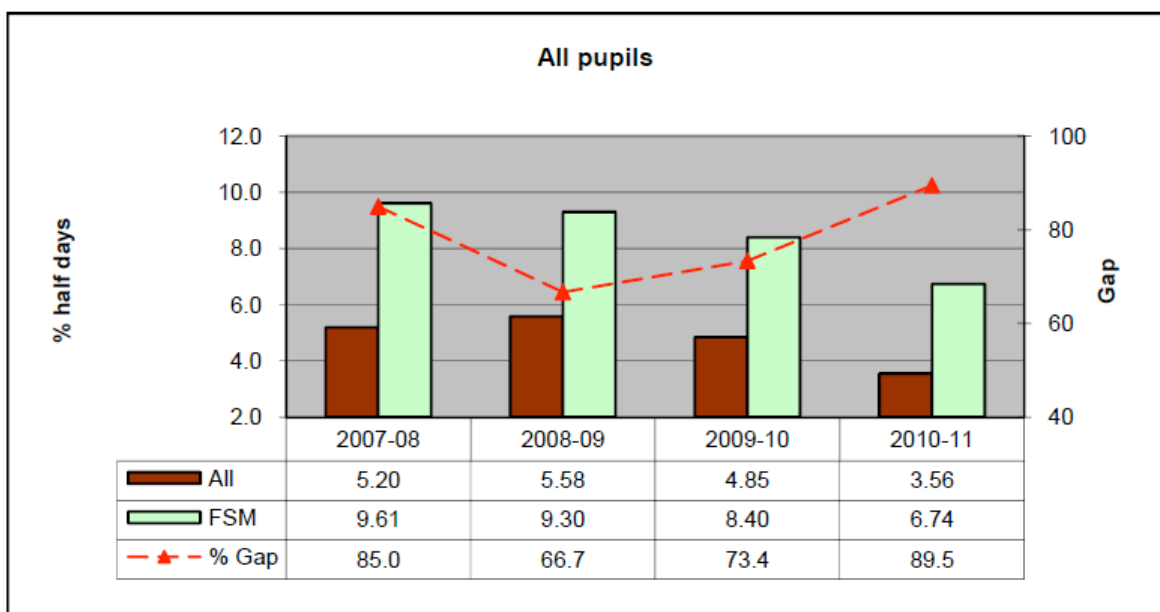


## Primary Ethnicity BME HT 1 to 5 Year Persistent Absence New (15%) - 2010-11

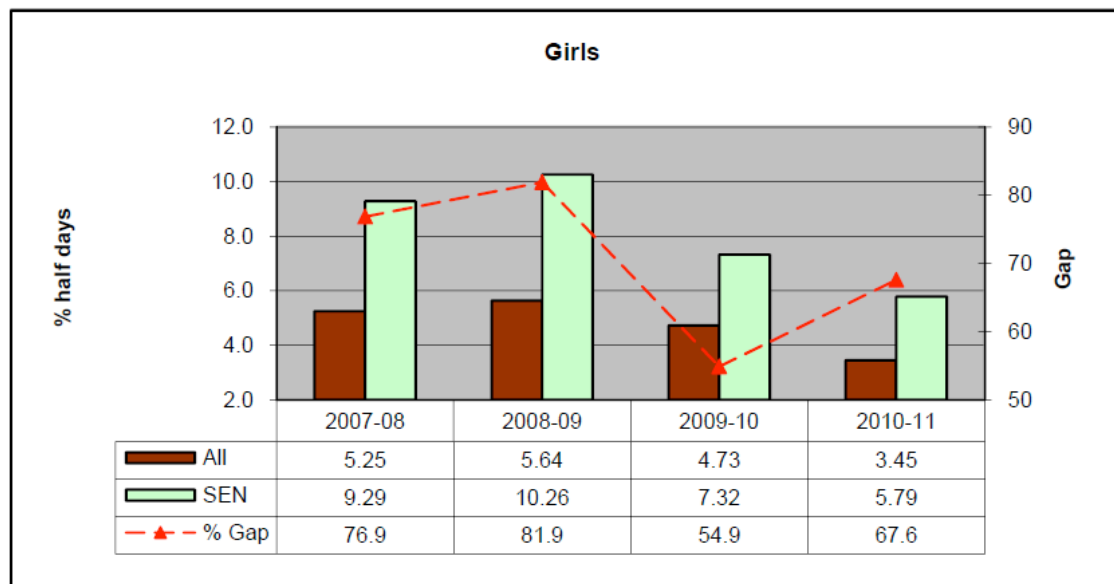
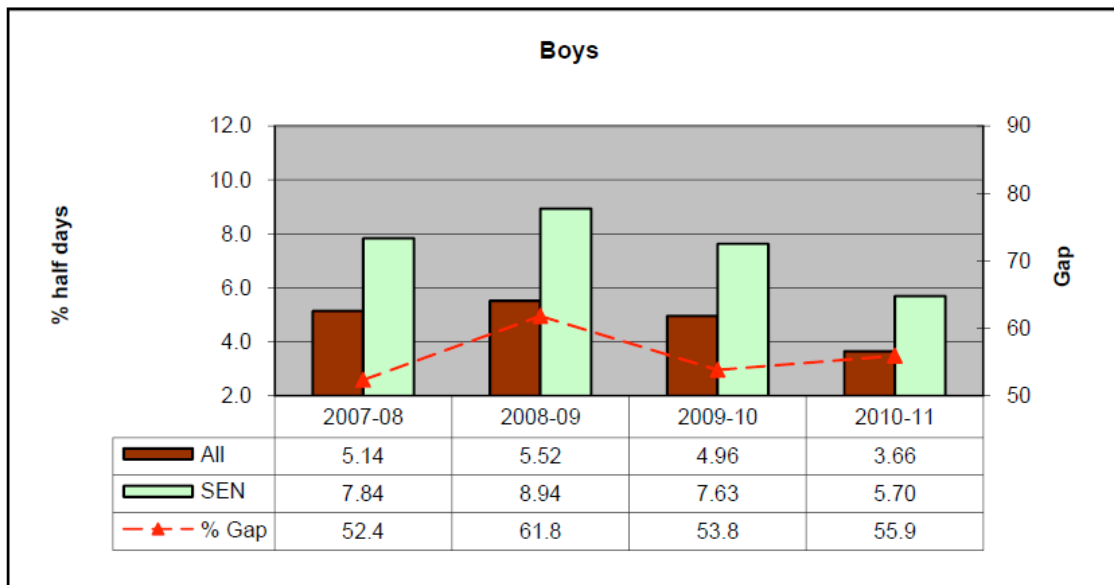
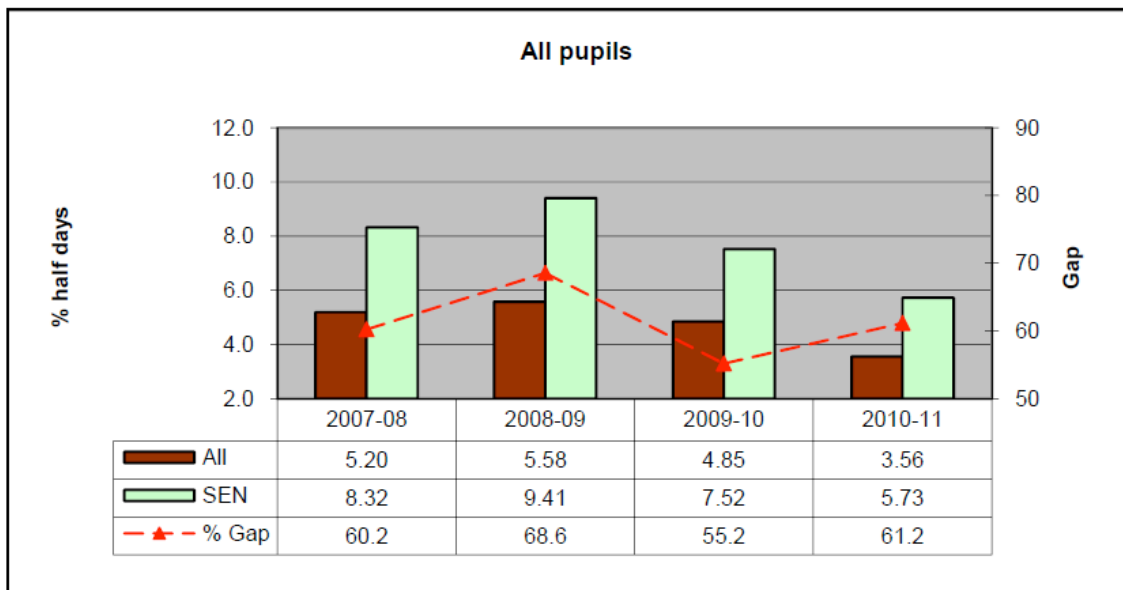


# Primary Ethnicity FSM

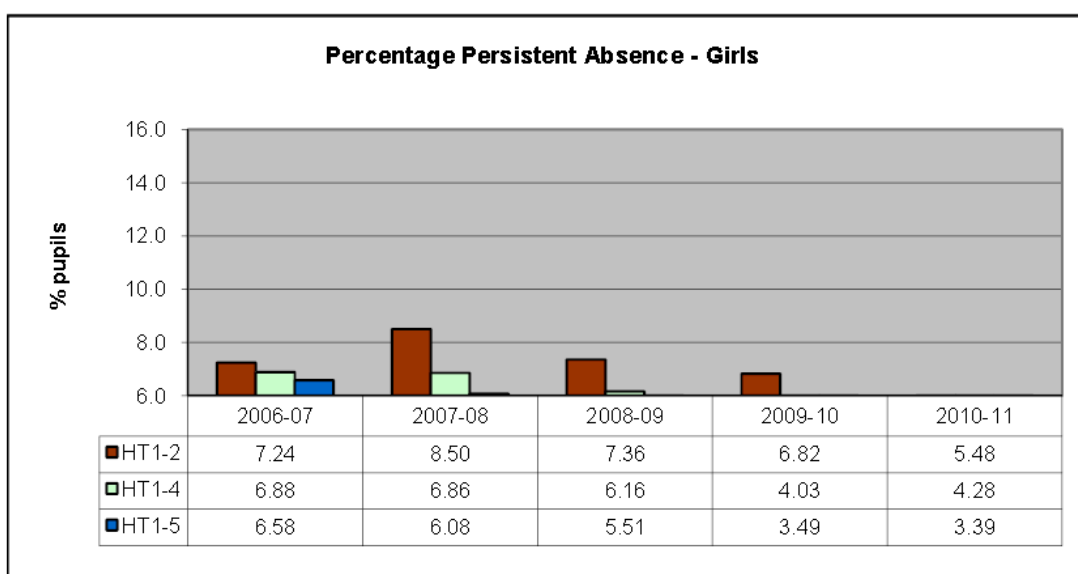
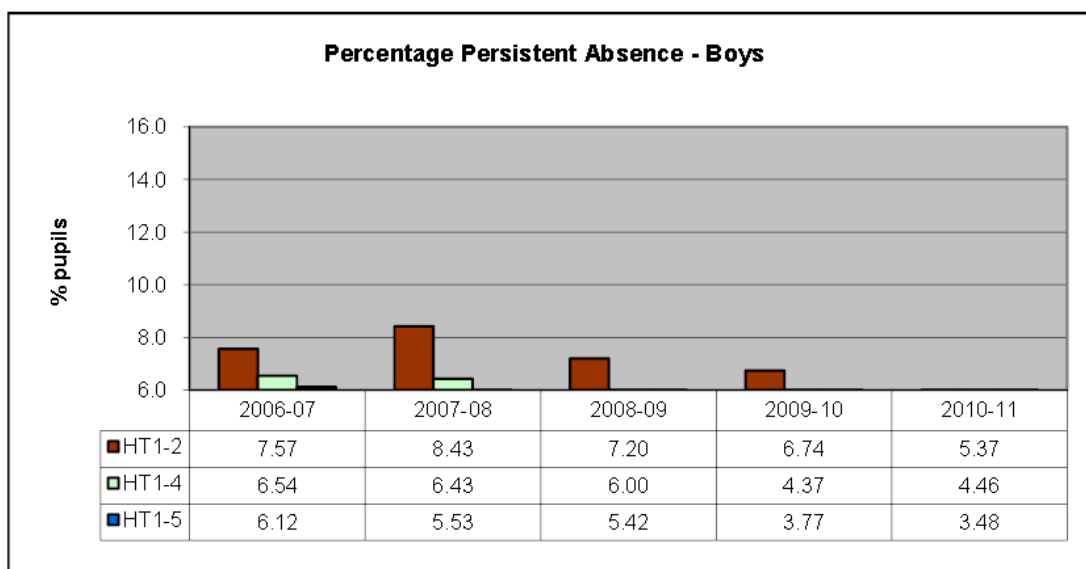
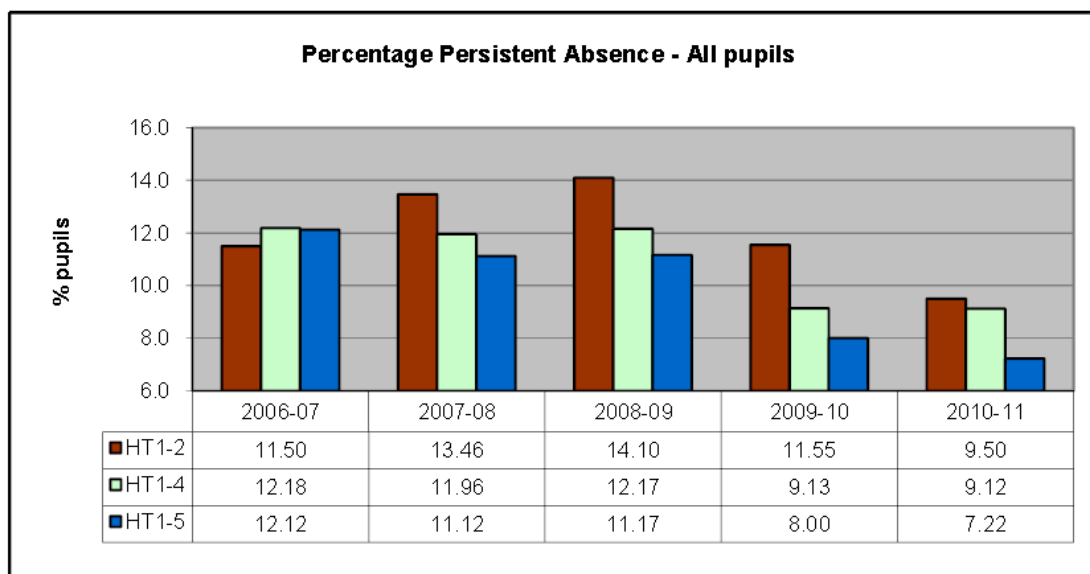
## HT 1 to 5 Year Persistent Absence New (15%) - 2010-11



## Primary Ethnicity SEN HT 1 to 5 Year Persistant Absence New (15%) - 2010-11

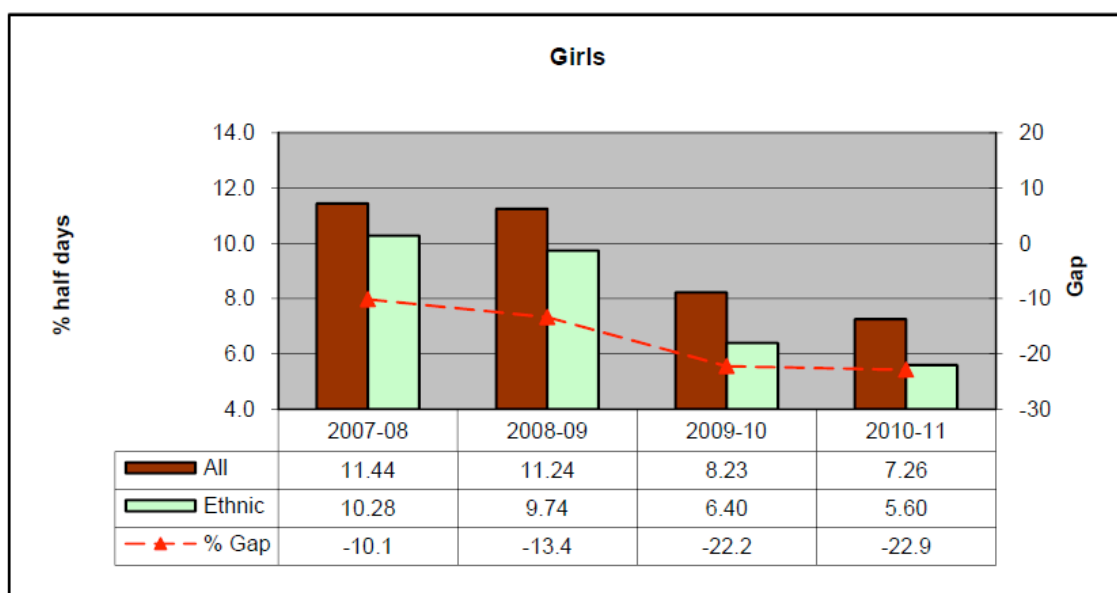
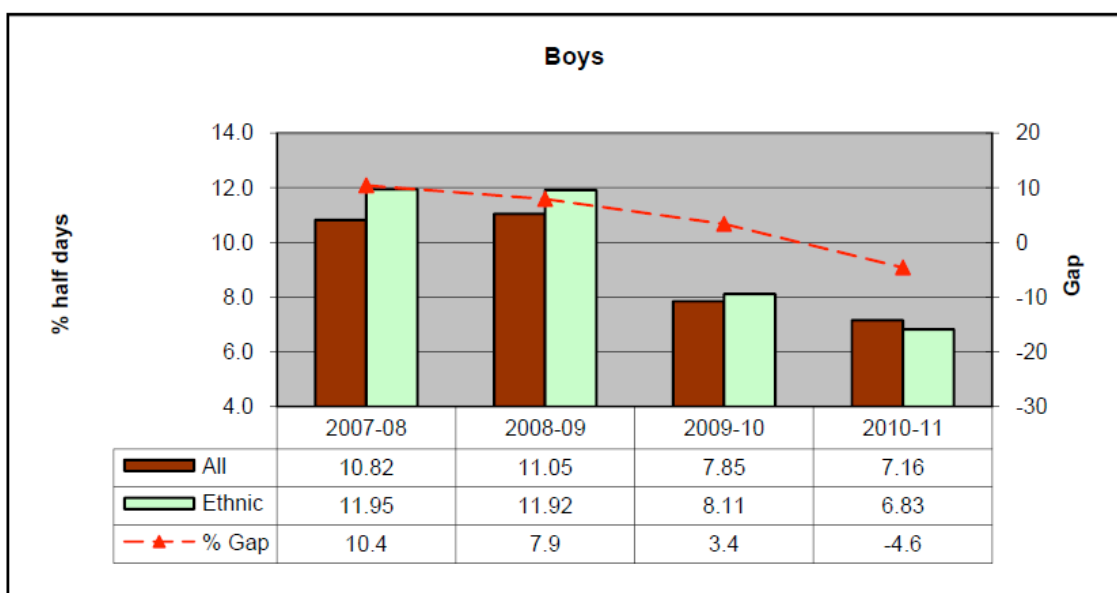
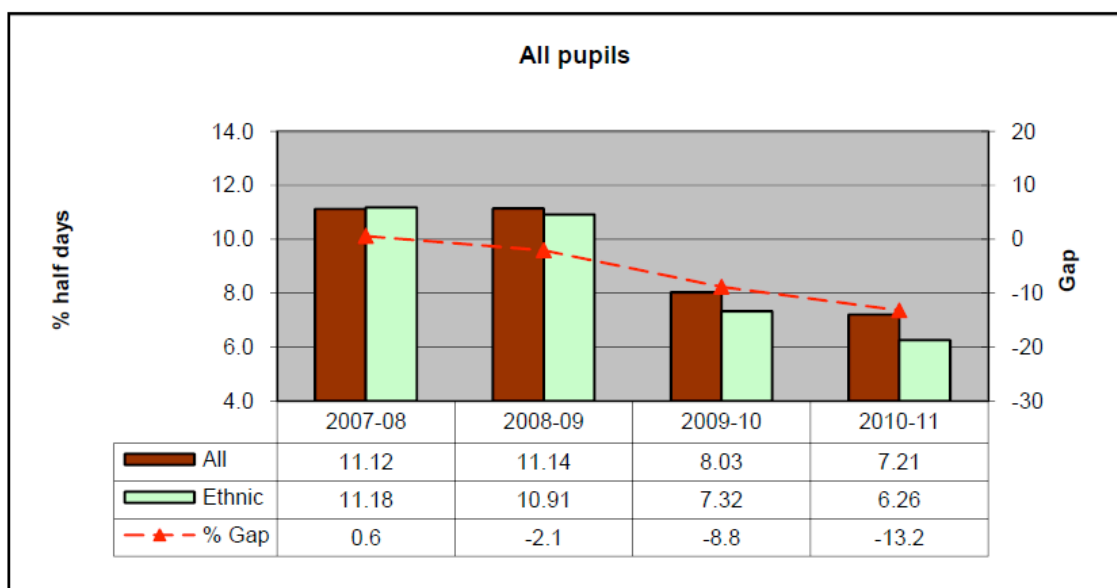


## Secondary Persistent Absence New (15%) 2010-11

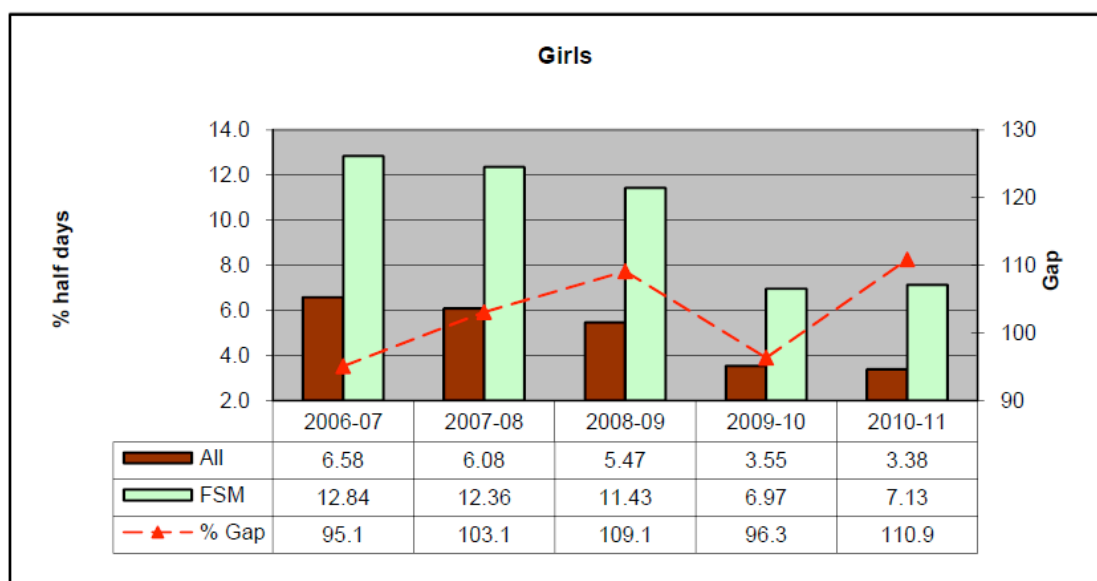
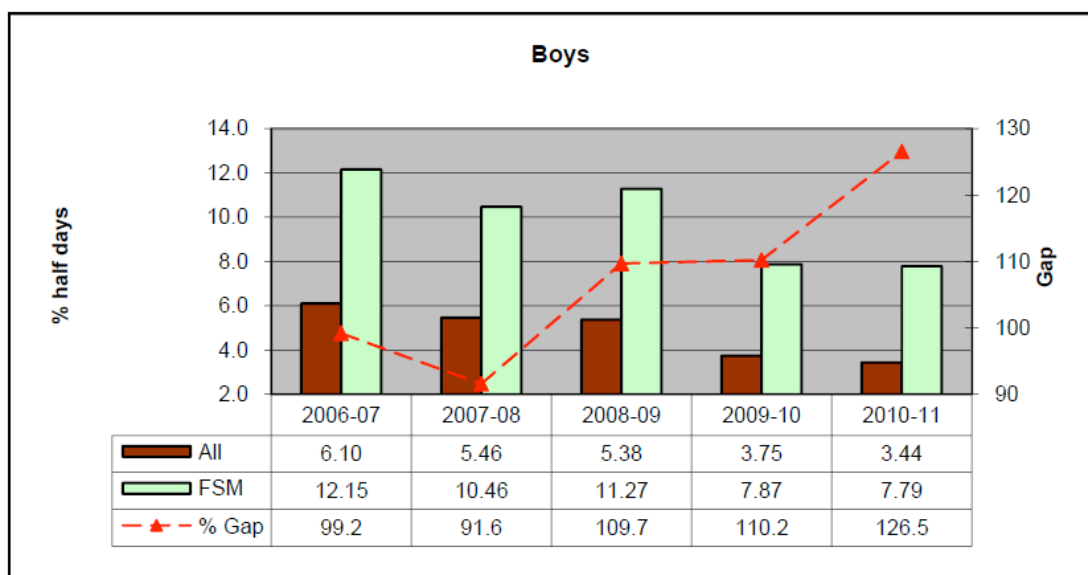
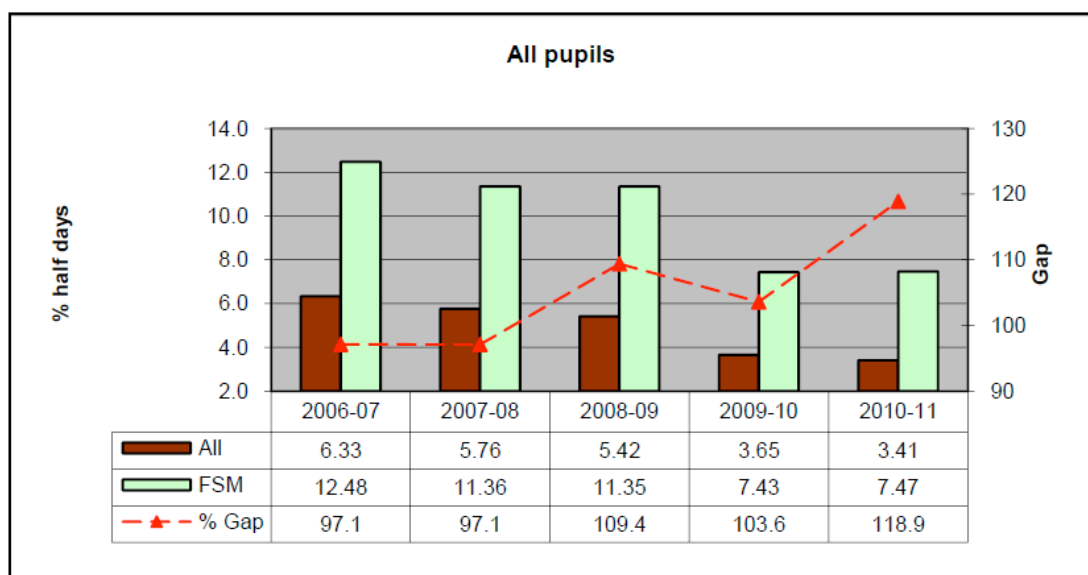


## Secondary Ethnicity BME

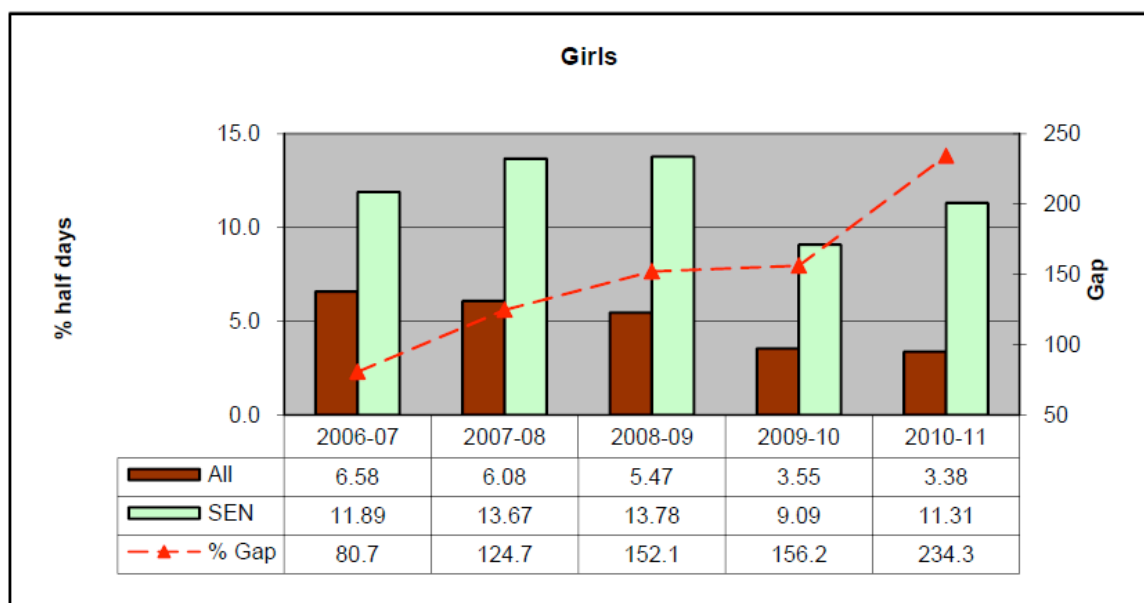
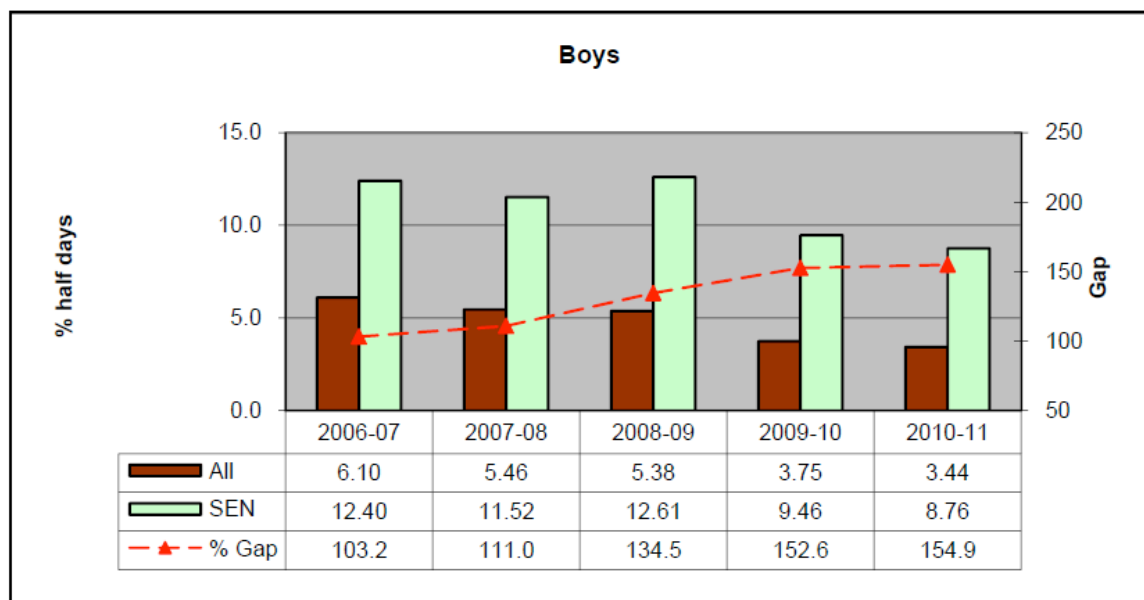
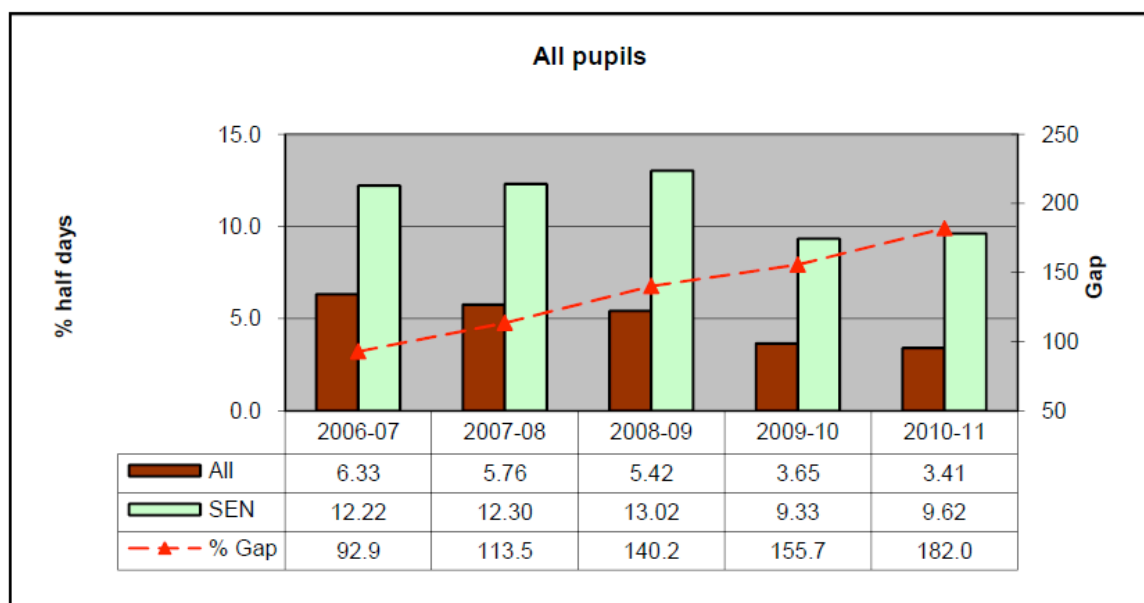
### HT 1 to 5 Year Persistent Absence New (15%) - 2010-11



## Secondary Ethnicity FSM HT 1 to 5 Year Persistant Absence - 2010-11



## Secondary Ethnicity SEN HT 1 to 5 Year Persistant Absence - 2010-11



## 10. Social Fund Reform

The Welfare Reform Act 2012 set out the Government's reform plans for the Social Fund. The changes will result in the abolition of the current system of discretionary payments. In their place will be a combination of new locally-based provision that will replace Community Care Grants and Crisis Loans for general living expenses and a new nationally administered advance of benefit facility that will replace alignment Crisis Loans and Budgeting Loans. The following table provides information on claims to the social fund in Oldham for the period April 2011 to September 2011.

Awards and applications	Crisis Loan Living Expenses	Community Care Grants
<b>Summary</b>		
Number of Applications received	4,140	1,280
Total expenditure	£173,900	£306,100
Number of Awards	3,260	630
<b>Lone Parent Status</b>		
Lone Parent	23%	29%
Not a Lone Parent	59%	36%
Unknown	18%	34%
<b>Age of youngest child</b>		
0-5	19%	25%
6-8	2%	2%
9-12	2%	3%
13-16	2%	2%
No children 16 or under	75%	68%
<b>Age of recipient</b>		
Under 18	2%	2%
18 to 24	36%	23%
25 to 34	31%	26%
35 to 44	19%	20%
45 to 54	10%	17%
55 to 64	2%	8%
65 to 69	0%	3%
70 to 79	0%	2%
80 to 89	0%	0%
90 and over	0%	0%
Unknown	0%	0%
<b>Household type</b>		
Couple	7%	12%
Single Male	39%	52%
Single Female	54%	36%



### **How are we using this information to inform services?**

Work is currently underway to ensure that a relevant range of equality data is able to be captured within the software being developed for social fund reform. This data will provide information on who is applying for welfare support and will provide the council with data on refusals, acceptances, and the level of support required.

We will then be able to analyse this information to identify trends and gaps and set objectives for the next year.

***Data Source: Department for Work and Pensions (DWP)***

## **11. Waste Services – Assisted Collections**

Our waste service provides assisted collections to residents who are physically unable to put their bins out for collection.

As of January 2012, 2150 assisted collections are provided every week for reasons of:

- Disability
- Age (infirmity)
- Pregnancy/maternity

The assisted collections are 2.25% of the overall number of collections which currently stands at approximately 94,000 households.

### **How are we using this information to inform services?**

The service is planning a full review of all customers that have an assisted collection. As part of this review, ways to better collect equality information is being considered, for example by adding additional questions to better understand the breakdown of the reasons why customers are applying for assisted collections.

*Source: Oldham Council Waste Services*

## **12. Elected Member Profile**

The 2011 Councillors' Survey was an online survey of all Oldham councillors undertaken by the council's Corporate Research and Intelligence Team.

The survey included questions about:

- Experiences of being a councillor
- Range of work undertaken as a councillor
- Training, development and support needs
- Demographic questions

Where appropriate, this report compares findings from the Councillors' survey findings with:

- Newly released regional and national results from the 2010 LGA National Census of Local Authority Councillors,
- findings from surveys of Oldham residents, and
- Information about Oldham's demographic profile.

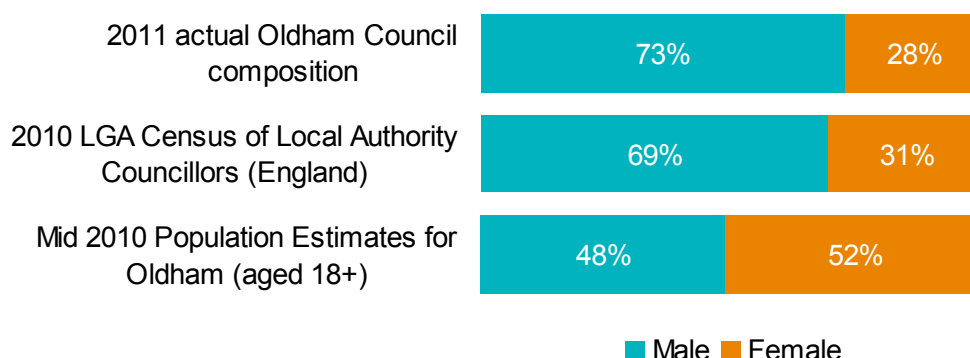
### **Age and Gender**

The age and gender profile of survey respondents closely matched that of Oldham councillors overall:

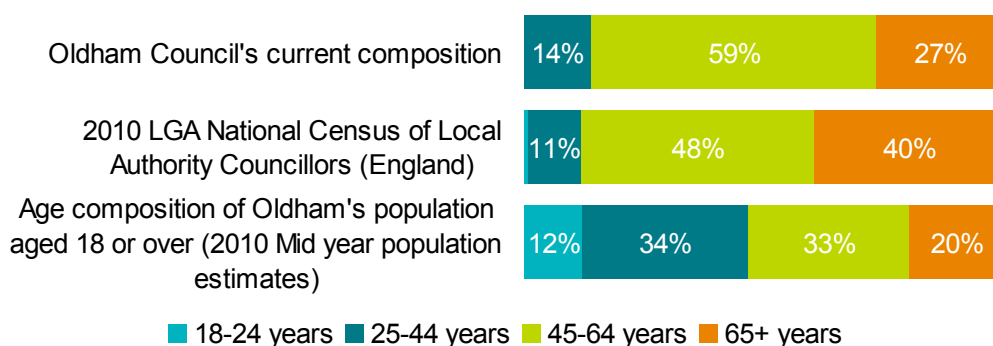
- 24% of respondents were female and 76% were male (compared with 28% and 72% respectively for the Council overall)
- 14% of respondents were aged 44 or under; 57% were aged 45-64; and 29% were aged over 65 (compared with 14%; 59%; and 27% respectively for the Council overall).

As is also the case across England, women are under-represented as councillors. Women account for 52% of Oldham's voting-age population, but comprise only 28% of Oldham's councillors. People aged 44 or under are also under-represented as councillors both locally and nationally. Within Oldham, people aged 18-44 account for 46% of the voting age population, but comprise only 14% of councillors.

## Gender composition of Oldham council with comparators



## Age composition of Oldham Council with comparators



## Ethnic Composition

The ethnic group composition of respondents cannot be matched directly to the council-wide composition as comprehensive information about the ethnicity of councillors is not held. In summary:

- 78% of respondents were White or White British (including 4% from 'other white backgrounds')
- 22% of respondents were from non-white (BME) backgrounds (Pakistani 8%; Bangladeshi 4%; Kashmiri 6%).

The ethnic group composition of respondents to the Oldham Councillors' Survey, however, is broadly reflective of the ethnic group composition of Oldham's working-age population.

## **Disability**

Around one in ten (11%) respondents reported having a limiting long-term illness or disability that limited their daily activities or what work they could do; 89% did not. Proportionally fewer councillors reported having a limiting long-term illness or disability than do Oldham residents overall.

## **Caring Responsibilities**

Close to one in four (23%) councillors had caring responsibilities for a child or children. About the same proportion (22%) provided help or support to someone because of either long-term physical or mental ill-health or disability or problems related to old age.

## **Employment Status**

Over half (53%) of respondents were in paid employment and around a third (32%) were retired. Around half (51%) worked in the private sector; and half (49%) worked in a public service. Proportionally fewer Oldham councillors work in the private sector than do councillors regionally (60%) and nationally (69%).

## **Educational Attainment**

More than four in ten (44%) respondents had a degree level qualification or higher. Fewer than one in five (16%) held none of the qualifications asked about. Compared with Oldham-wide findings from the 2010 You and Your Community Survey, councillors were considerably more likely than Oldham residents overall to hold a degree level qualification, and less likely to have none of the qualifications asked about.

## **Household Income**

Most respondents (33 out of 43 respondents) gave information about their total household income after taxes. Of these, around a quarter (27%) had a household income after tax of between £12,271 and £25,320 a year, and a similar proportion (25%) had an income of between £25,321 and £36,300 a year. The remainder (48%) had a household income after tax of more than £36,301 a year. Overall, household income levels reported were considerably higher than those found for Oldham residents overall (2010 You and Your Community Survey).

### **How are we using this information to inform services?**

The council is currently working to strengthen the role of councillors and to improve democratic engagement in the Borough. This has meant providing more support and devolving more powers to local ward members, as well as increasing the range of opportunities for residents to get involved in local democracy, for example by opening up live council to public questions via Twitter.

As part of this work, we have strengthened the role of councillors in Oldham. From a new programme of leadership development to enhanced powers and responsibilities for ward members, we are creating opportunities for members to become stronger community leaders.

This survey of our local elected members is one element of this important work. The survey aimed to find out more about their experiences of being a councillor in Oldham, with questions ranging from what had motivated members to stand for election (the main reason being a desire to serve the local community), to their involvement in other types of community work (the significant majority are involved in things like school governors' boards and charities). Using the information collected as part of the survey, we have been able to provide better opportunities and support for Oldham's councillors to become more effective leaders in their communities.

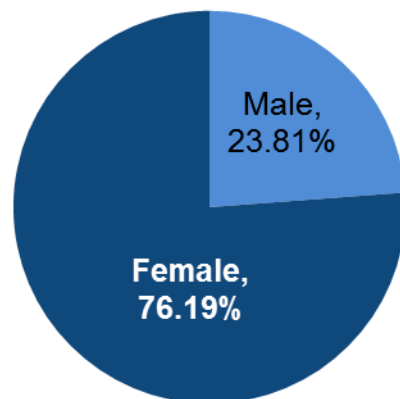
***Source: Oldham Council Corporate Research and Intelligence Team***

### 13. Employee Volunteering

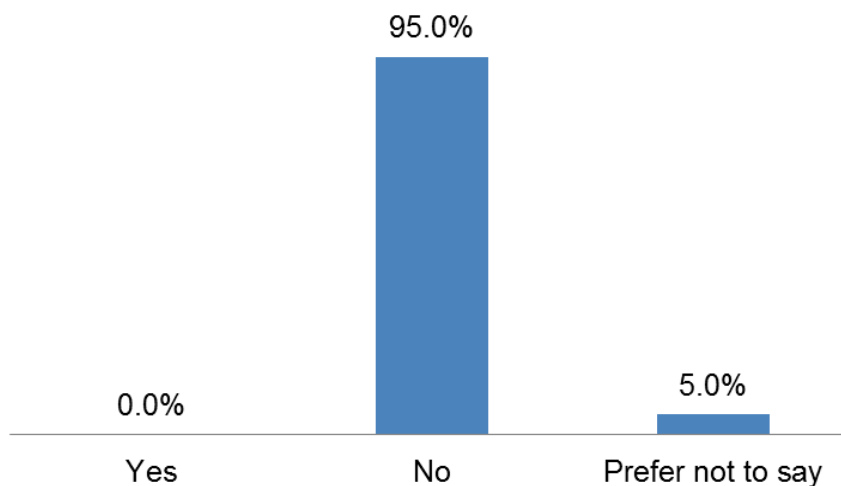
The Employer Supported Volunteering (ESV) scheme was launched in August 2012, and offers council employees the opportunity to volunteer with voluntary, community and charitable organisations in Oldham, for a period of up to three days (or 22 hours) in any one year period. Employees take time away from their normal working duties to volunteer and they arrange their placements in agreement with their line manager.

The ESV Scheme was launched in August 2012, and was piloted over a six month period with 50 members of staff between September 2011 and January 2012. Employees engaged on the pilot scheme were sent an evaluation, which included questions regarding equality characteristics. The following information provides a breakdown of those who responded to the pilot scheme evaluation, according to gender, disability, age and ethnicity.

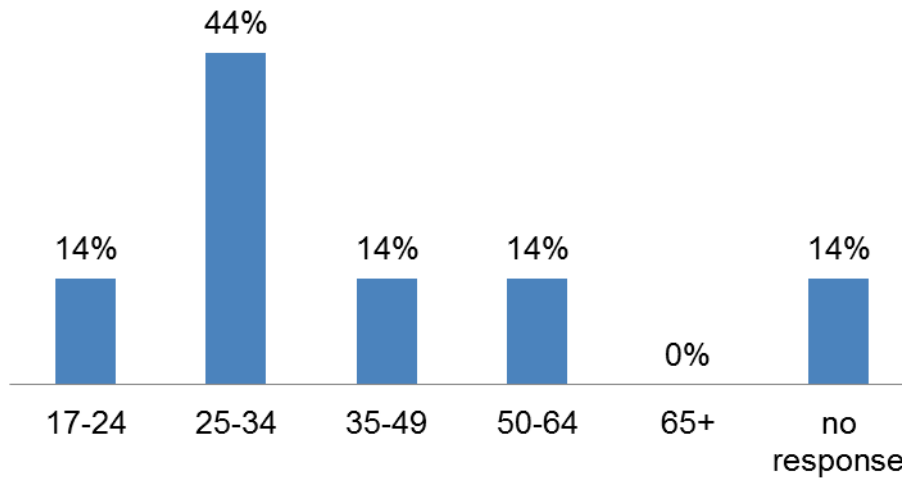
**Employee Volunteering Pilot - Gender**



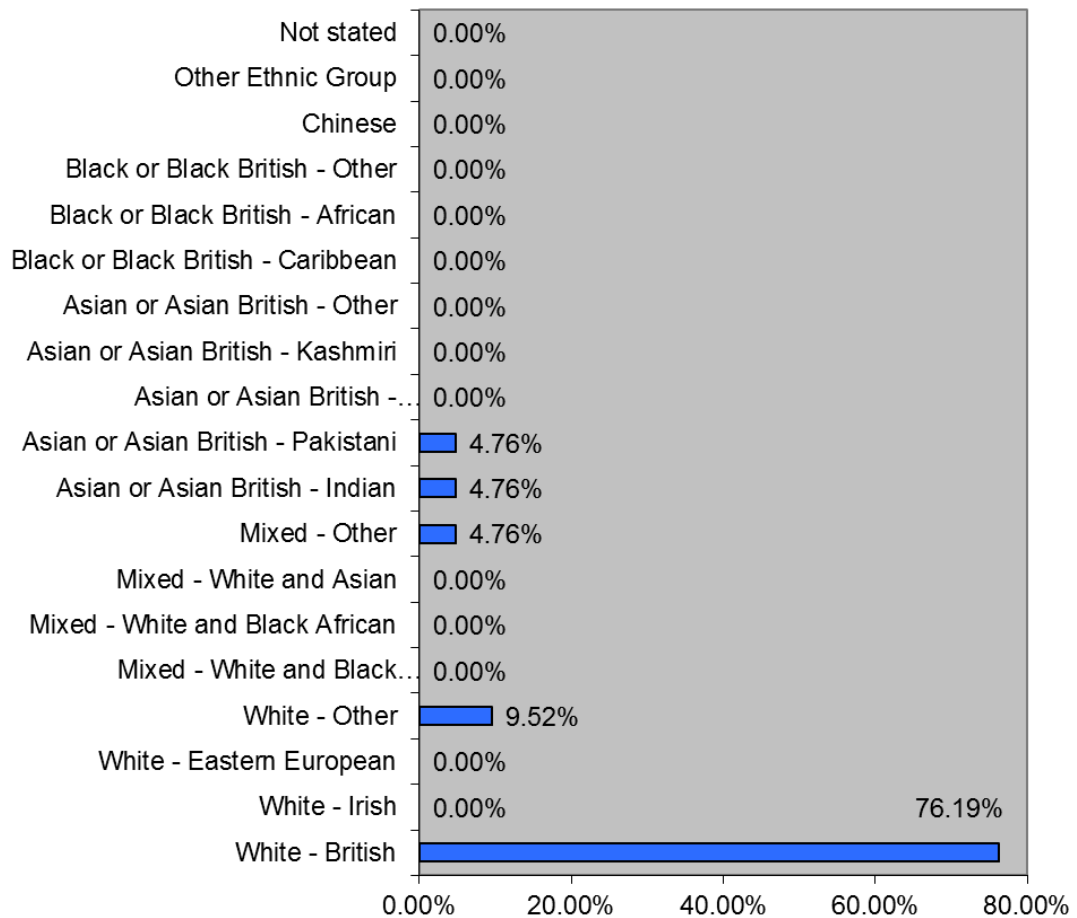
**Employee Volunteering - Disability**



### Employee Volunteering - Age



### Employer Supported Volunteering Pilot - Ethnicity





### **How are we using this information to inform services?**

The evaluation of the Pilot was used to help inform the design and delivery of the current employee volunteering scheme. For example we identified that employees who work in more customer facing roles may need extra support to ensure they are able to participate and are able to fit volunteering around shift patterns. We also identified that there was a lack of participants in the Pilot scheme who declared a disability, and as such we ensured that the physical demands of volunteering placements (if there is any) are clearly identified so participants fully understand what is required on the placement.

As part of the new scheme, employees who complete their volunteering placement(s) are sent an evaluation survey which collects equality monitoring information. This information includes additional questions such as caring responsibilities and maternity. Information on the voluntary and community organisations providing placements is now also being collected as part of the scheme. This includes information on the particular communities they work with for example gender and age specific groups or particular ethnic communities.

The information we are collecting will allow useful reporting and evaluation on the equality impact of the scheme. This information will help us to ensure that all employees are able to access the scheme and that a diverse range of individuals, groups and communities are benefitting from our employee volunteers.

***Source: Oldham Council Corporate Policy Team***

## 5 Our workforce data

This report includes detailed workforce profiles in the following areas:

- Overall and directorate employee numbers
- Gender and full time/part time mix
- Age and length of service
- Ethnicity
- Disability
- Pay information
- Dismissals and grievances
- An indication of likely representation on sexual orientation and religion and belief, provided that no-one can be identified as a result
- Gender pay gap information
- Job vacancy advertisement responses

### Summary - corporate health best value performance indicators Q3, 2012 - 2013

Ref	Description	December 2012
<b>HR P1</b>	Number of current employees	3927
<b>PI 4</b>	Leavers in the last year as a % of the average total staff	13.25%
<b>SI 7</b>	Percentage of people still in post after 12 months service	92.42%
<b>SI 10</b> BVPI 11a	Top 5% earners that are women	57.97%
BVPI 11b	Top 5% of earners from black & ethnic minority communities	3.33%
BVPI 11c	Top 5% earners who have declared a disability	0.67%
<b>SI 11</b> BVPI 16a	Percentage of LA employees who meet DDA definition as % of workforce	3.93%
<b>SI 12</b>	Percentage of staff over 50	36.44%
<b>SI 13</b> BVPI 17a	Percentage of LA employees from BME as % of workforce	8.84%

**Figures are for directorates only i.e. exclude schools.**

## Workforce profile – gender, full and part time employees

### Employee overall numbers by directorate, gender and full time/part time indicator

	Full Time Staff		Full Time Total	Part Time Staff		Part Time Total	Grand Total	FTE	% FTE
Directorate Description	F	M		F	M				
Chief Executive	145	87	232	93	36	129	361	287.62	4.72
Economy, Place & Skills	84	495	579	42	19	61	640	605.81	9.94
People, Communities & Society	569	222	791	838	166	1004	1795	1226.92	20.13
Performance, Services & Capacity	228	97	325	705	101	806	1131	692.04	11.36
<b>Sub Total</b>	<b>1026</b>	<b>901</b>	<b>1927</b>	<b>1678</b>	<b>322</b>	<b>2000</b>	<b>3927</b>	<b>2812.4</b>	<b>46.15</b>
School Support Staff	323	193	516	2351	159	2510	3026	1813.56	29.76
Teachers	1046	273	1319	248	11	259	1578	1464.01	24.02
<b>Sub Total</b>	<b>1369</b>	<b>466</b>	<b>1835</b>	<b>2599</b>	<b>170</b>	<b>2769</b>	<b>4604</b>	<b>3277.57</b>	<b>53.78</b>
Casual staff	2	1	3	2326	734	3060	3063	3.99	0.07
<b>Total</b>	<b>2397</b>	<b>1368</b>	<b>3765</b>	<b>6603</b>	<b>1226</b>	<b>7829</b>	<b>11594</b>	<b>6093.96</b>	<b>100</b>

## Workforce profile – age and length of service

### Job count age by directorate

Directorate Description	Total	16-24	%age 16-24	25-34	35-44	45-54	55-64	65-70	70+
Chief Executive	361	13	3.6	68	102	109	66	2	1
Economy, Place & Skills	640	50	7.81	120	151	224	79	11	5
People, Communities & Society	1795	50	2.79	292	472	579	351	41	10
Performance, Services & Capacity	1131	37	3.27	155	333	369	213	22	2
<b>Sub Total Directorates</b>	<b>3927</b>	<b>150</b>	<b>3.82</b>	<b>635</b>	<b>1058</b>	<b>1281</b>	<b>709</b>	<b>76</b>	<b>18</b>
School Support Staff	3026	195	6.44	568	898	912	393	46	14
Teachers	1578	89	5.64	607	407	311	156	7	1
<b>Total</b>	<b>8531</b>	<b>434</b>	<b>5.09</b>	<b>1810</b>	<b>2363</b>	<b>2504</b>	<b>1258</b>	<b>129</b>	<b>33</b>

### Count of employees aged 50 or over

QPI S12 Age 50+		
Directorate Description	Department	Employee Count
Chief Executive	Directorates	122
Economy, Place & Skills	Directorates	210
People, Communities & Society	Directorates	669
Performance, Services & Capacity	Directorates	430
<b>Sub Total Directorates</b>		<b>1431</b>
People, Communities & Society	School Support Staff	866
People, Communities & Society	Teachers	313
<b>Total</b>		<b>2610</b>

Total job count in directorates = 3927

Percentage over 50 =  $1431 / 3927 * 100 = 36.44$

### New Starters

Number of people who commenced their employment in the 12 month period from

1 January 2011 to 31 December 2011 = 1333

Percentage of people that are still in post after 12 months service = 92.42 %

## Workforce profile – ethnicity

### Job count ethnicity by directorate

Directorate	Asian	Black	Dual	Chinese and Other	Sub Total BME	White	Sub Total Declared	Sub Total Undeclared	Total
Chief Executive	30	3	2	1	36	270	306	55	361
Economy, Place & Skills	12	4	4	1	21	493	514	126	640
People, Communities & Society	108	37	9	8	162	1314	1476	320	1796
Performance, Services & Capacity	43	10	4	4	61	811	872	259	1131
<b>Sub Total Directorates</b>	<b>193</b>	<b>54</b>	<b>19</b>	<b>14</b>	<b>280</b>	<b>2888</b>	<b>3168</b>	<b>760</b>	<b>3928</b>
School Support Staff	273	18	7	7	305	2026	2040	695	3026
Teachers	44	4	3	6	57	1173	1230	364	1594
<b>Total</b>	<b>510</b>	<b>76</b>	<b>29</b>	<b>27</b>	<b>642</b>	<b>6087</b>	<b>6729</b>	<b>1819</b>	<b>8548</b>

There are 280 people in directorates from black and minority ethnic communities. This equates to 8.84% of directorate staff who have recorded their ethnicity. When school based employees are included this percentage rises to 9.54%.

### Ethnicity – new starters year to date

Directorate	Total Starters	BME	Declared Ethnicity	%age
Chief Executive	23	0	9	0
Economy, Place & Skills	58	1	3	33.33
People, Communities & Society	78	2	14	14.29
Performance, Services & Capacity	122	3	23	13.04
<b>Sub Total Directorates</b>	<b>281</b>	<b>6</b>	<b>49</b>	<b>12.24</b>
School Support Staff	248	16	124	12.9
Teachers	154	1	64	1.56
<b>Total</b>	<b>683</b>	<b>23</b>	<b>237</b>	<b>9.7</b>

### Ethnicity – leavers year to date

Directorate	Total Leavers	BME	Declared Ethnicity	%age
Chief Executive	32	5	28	17.86
Economy, Place & Skills	43	1	28	3.57
People, Communities & Society	93	5	70	7.14
Performance, Services & Capacity	203	12	164	7.32
<b>Sub Total Directorates</b>	<b>371</b>	<b>23</b>	<b>290</b>	<b>7.93</b>
School Support Staff	516	33	360	9.17
Teachers	224	8	157	5.1
<b>Total</b>	<b>1111</b>	<b>64</b>	<b>807</b>	<b>7.93</b>

## Workforce profile – disability

### Disability by directorate

Directorate	Current Employee Records	Provided Information	%age	Declared Disability	%age
Chief Executive	361	224	62.05	12	5.36
Economy, Place & Skills	640	188	29.38	8	4.26
People, Communities & Society	1796	735	40.92	27	3.67
Performance, Services & Capacity	1131	432	38.2	15	3.47
<b>Sub Total Directorates</b>	<b>3928</b>	<b>1579</b>	<b>40.2</b>	<b>62</b>	<b>3.93</b>
School Support Staff	3026	1481	48.94	15	1.01
Teachers	1594	759	47.62	7	0.92
<b>Total</b>	<b>8548</b>	<b>3819</b>	<b>44.68</b>	<b>84</b>	<b>2.2</b>

### Disability – new starters year to date

Directorate	Total	Provided Information	%age Declared	Declared Disability	%age Disabled
Chief Executive	23	13	56.52	0	0
Economy, Place & Skills	58	3	5.17	0	0
People, Communities & Society	78	22	28.21	3	13.64
Performance, Services & Capacity	122	20	16.39	3	15
School Support Staff	248	51	20.56	3	5.88
Teachers	154	32	20.78	2	6.25
<b>Total</b>	<b>683</b>	<b>141</b>	<b>20.64</b>	<b>11</b>	<b>7.8</b>

### Disability – leavers year to date

Directorate	Total	Provided Information	%age Declared	Declared Disability	%age Disabled
Chief Executive	32	24	75	0	0
Economy, Place & Skills	43	23	53.49	1	4.35
People, Communities & Society	93	49	52.69	6	12.24
Performance, Services & Capacity	203	79	38.92	4	5.06
School Support Staff	516	197	38.18	4	2.03
Teachers	223	100	44.84	0	0
<b>Total</b>	<b>1110</b>	<b>472</b>	<b>42.52</b>	<b>15</b>	<b>3.18</b>

## Workforce profile – employee pay related information

### Top 5% earners (secondary indicator 10)

Directorate	Female FTE	%age	Male FTE	%age	Grand Total
Chief Executive	17	62.96	10	37.04	27
Economy, Place & Skills	9	32.14	19	67.86	28
People, Communities & Society	34	64.15	19	35.85	53
Performance, Services & Capacity	26.9	64.2	15	35.8	41.9
<b>Grand Total</b>	<b>86.9</b>	<b>57.97</b>	<b>63</b>	<b>42.03</b>	<b>149.9</b>

### Dismissals by gender

Female	Male	Total
194	80	274

### Dismissals by age

16-24	25-34	35-44	45-54	55-64	65-70	70+	Total
4	38	50	85	84	12	1	274

### Dismissals by sexual orientation

Bisexual	Gay Man	Heterosexual	Lesbian/Gay woman	Not known	Total
0	0	39	0	235	274

### Dismissals by disability

Declared Disabled	Not known or blank	Total
6	268	274

### Dismissals by ethnicity

Asian	Black	Chinese and Other	Dual	Undeclared	White	Total
15	0	2	2	31	224	274

### Dismissals by religious belief

Buddhist	Christian	Muslim	None	Other	Sikh	Undeclared	Total
1	131	11	42	8	0	81	274

## Grievances

No of Grievances	White British	BME	Male	Female	Disabled	Non
42	35	7	7	35	0	42

## Gender pay gap information

Grade	Number of Females	Number of Males	Average Female	Average Male	Female Pay as a % of Males
Grade 1	464	108	£13,599	£13,674	99.45%
Grade 2	300	153	£16,260	£16,027	101.45%
Grade 3	160	95	£17,994	£17,736	101.46%
Grade 4	503	227	£20,517	£20,214	101.50%
Grade 5	205	79	£23,362	£23,152	100.91%
Grade 6	177	119	£26,495	£26,446	100.19%
Grade 7	116	61	£30,415	£30,708	99.04%
Grade 8	92	41	£34,215	£34,160	100.16%
Grade 9	59	38	£37,276	£37,337	99.84%
Grade 10	20	9	£40,607	£40,640	99.92%
SM3	40	18	£44,022	£44,144	99.72%
SM2	16	15	£47,577	£47,333	100.52%
SM1	12	13	£58,606	£59,049	99.25%
Grand Total	2164	976	£21,617	£23,063	93.73%

## Sexual Orientation

Total No of Employees	Bisexual	Gay Man	Heterosexual	Lesbian / Gay woman	Prefer not to say	Unknown
8176	2	3	643	12	13	7503

## Transsexual Staff

An indication of any issues for transsexual staff, based on your engagement with transsexual staff or voluntary groups:

We are not aware of any workplace issues that have been raised by any employees from this protected group. If any issues were raised they would be dealt with in accordance with existing Council procedures e.g. the Grievance procedure.



## Job Vacancy Advertisement

A total of 208 jobs, including vacancies in schools, were advertised during the period 1<sup>st</sup> January to 31<sup>st</sup> December 2012.

### Responses by gender

Female	Male	Prefer not to say	Total
2272	1076	35	3383

### Responses by ethnicity

Asian	Black	Chinese and Other	Dual	Undeclared	White	Total
705	187	16	108	56	2311	3383

### Responses by sexual orientation

Bisexual	Gay Man	Heterosexual	Lesbian / Gay woman	Prefer not to say	Unknown	Total
21	30	3096	27	185	24	3383

### Responses by disability

Declared Disabled	None or blank	Total
192	3191	3383

### Responses by religious belief

Buddhist	Christian	Hindu	Muslim	None	Other	Undeclared	Total
12	1551	43	651	842	119	165	3383

### Responses by age

16-24	25-34	35-44	45-54	55-64	65-74	Not given	Total
845	1066	717	527	188	2	38	3383