

# Annual Equality Data Report

**Oldham Council**

**31 January 2014**

# Contents

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

1. **Introduction**
2. **Oldham Council**
3. **Our demographic data**
4. **Our service data**
5. **Our workforce data**

# 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 presents the equality data for 14 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).

The Census Third Data Release was issued by ONS on the 16 May 2013. This information contains detailed characteristics on population, ethnicity, identity, language, religion, unpaid care and health.

The Census Fourth Data Release was issued by ONS on the 31 July 2013. This information contains local multivariate statistics on ethnicity, identity, language, religion, unpaid care and health.

2011 Census briefings for Oldham have been produced 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 Affluent Achievers or Comfortable Communities), which subdivide into 59 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**
14. **Discretionary Housing Payments**

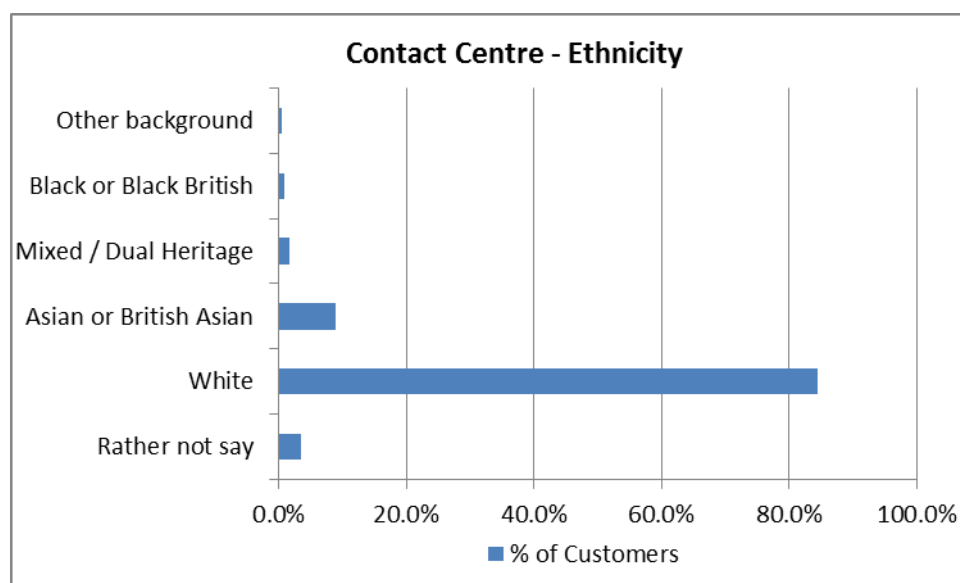
## 1. Contact Centre

The contact centre deals with enquiries across fifteen separate service lines on behalf of Oldham Council and the council's switchboard service, providing easy access to a wide range of services over the phone and also via email. During 2013/14 there has been a significant amount of change with nine new services having transferred, with a further two still planned to transfer bringing the number of services operated to eighteen.

From April 2012 to March 2013, 319,371 calls were handled and 4,918 surveys were completed. During this period, 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:

### Ethnicity

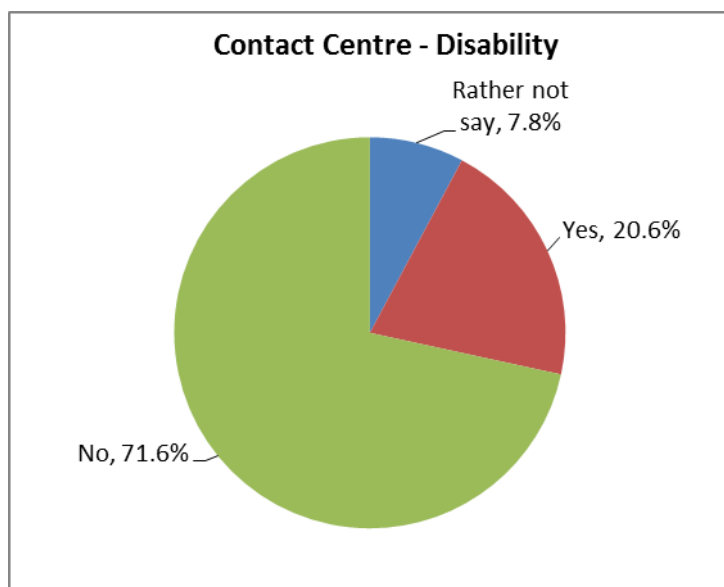
Ethnic background	Rather not say	White	Asian or British Asian	Mixed / Dual Heritage	Black or Black British	Other background
Number of Customers	103	2416	258	46	23	16
% of Customers	3.6%	84.4%	9.0%	1.6%	0.8%	0.6%



*\*2862 of people surveyed provided ethnicity information*

## Disability

Disability	Rather not say	Yes	No
Number of Customers	225	595	2066
% of Customers	7.8%	20.6%	71.6%



*\*2886 people surveyed provided disability information*

The software employed for customer satisfaction surveys collects ethnicity and disability data which are the core equality statistics agreed contractually when the system was purchased.

The sample of customers surveyed, was approximately 1% of customers who have contacted the service during the month. The current target is to receive 400 surveys completed a month.

**Source: Opinion 8 system used for customer satisfaction surveys - Oldham Council Customer Services**



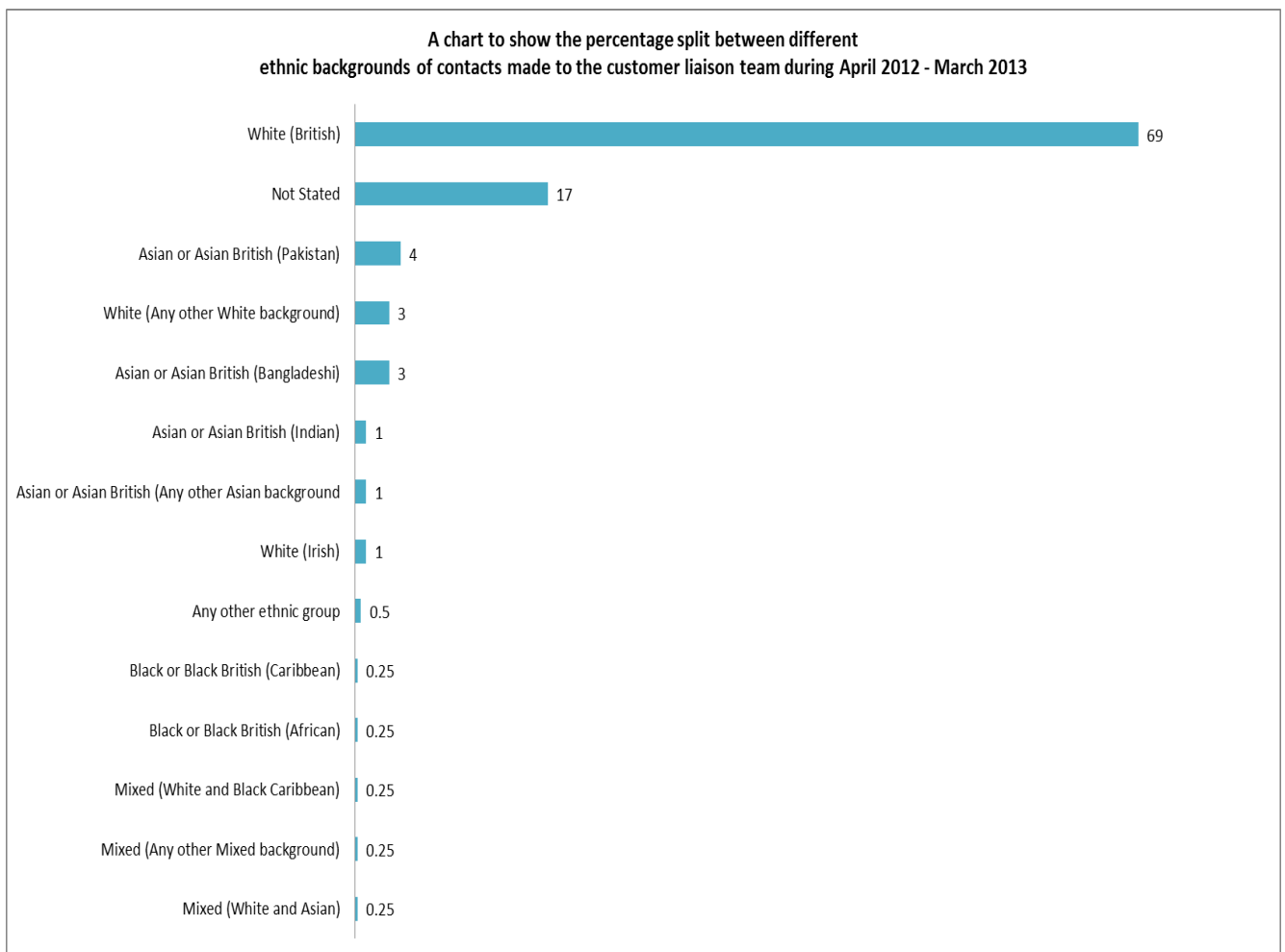
## 2. Customer Complaints

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. It's not always possible or sensible or advisable to ask for equalities data during the operation of a complaint due to a number of factors, such as the emotional state of the complainant.

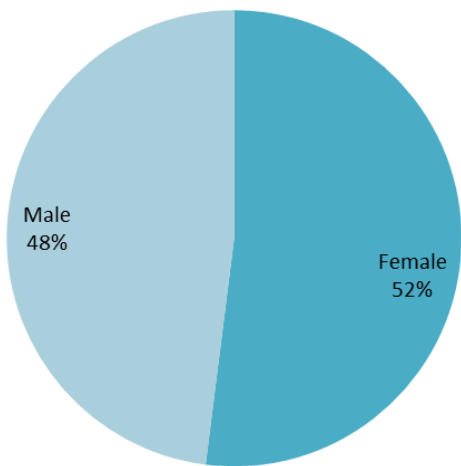
The following information relates to customer complaints the council has received between April 2012 and March 2013. It provides information on ethnicity, gender, age and geographic location.

### Ethnicity



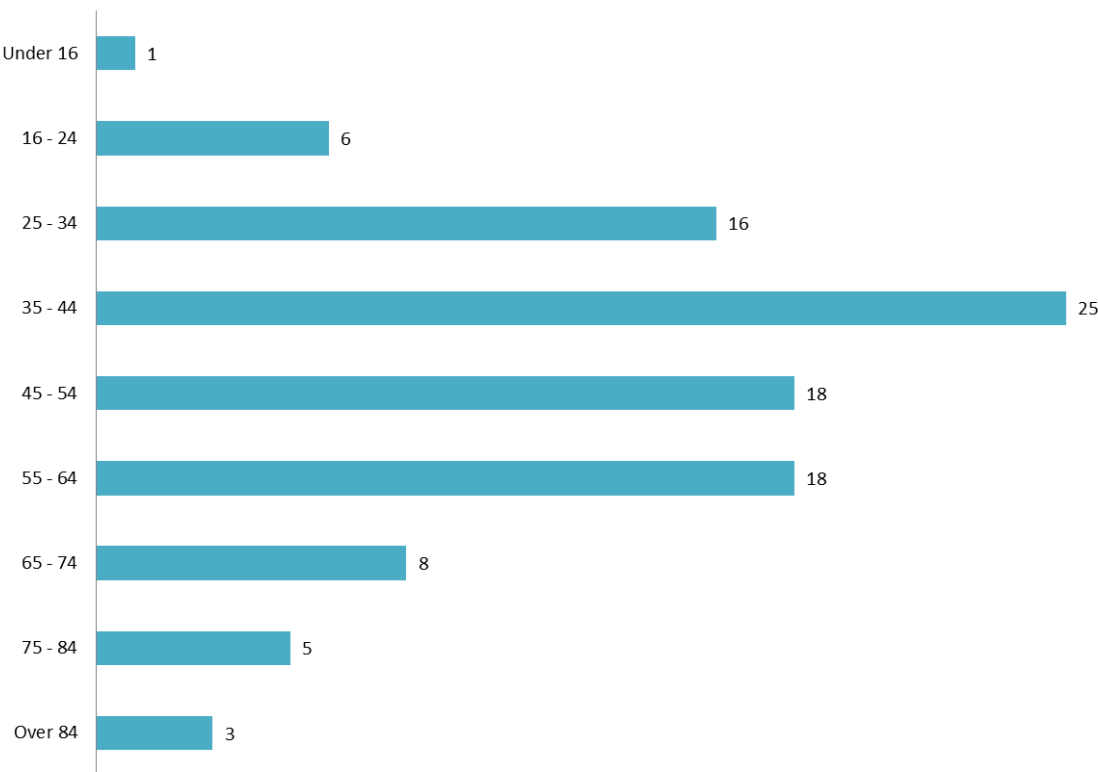
**Gender**

A chart to show the percentage split for gender of persons contacting the customer liaison team during April 2012 - March 2013

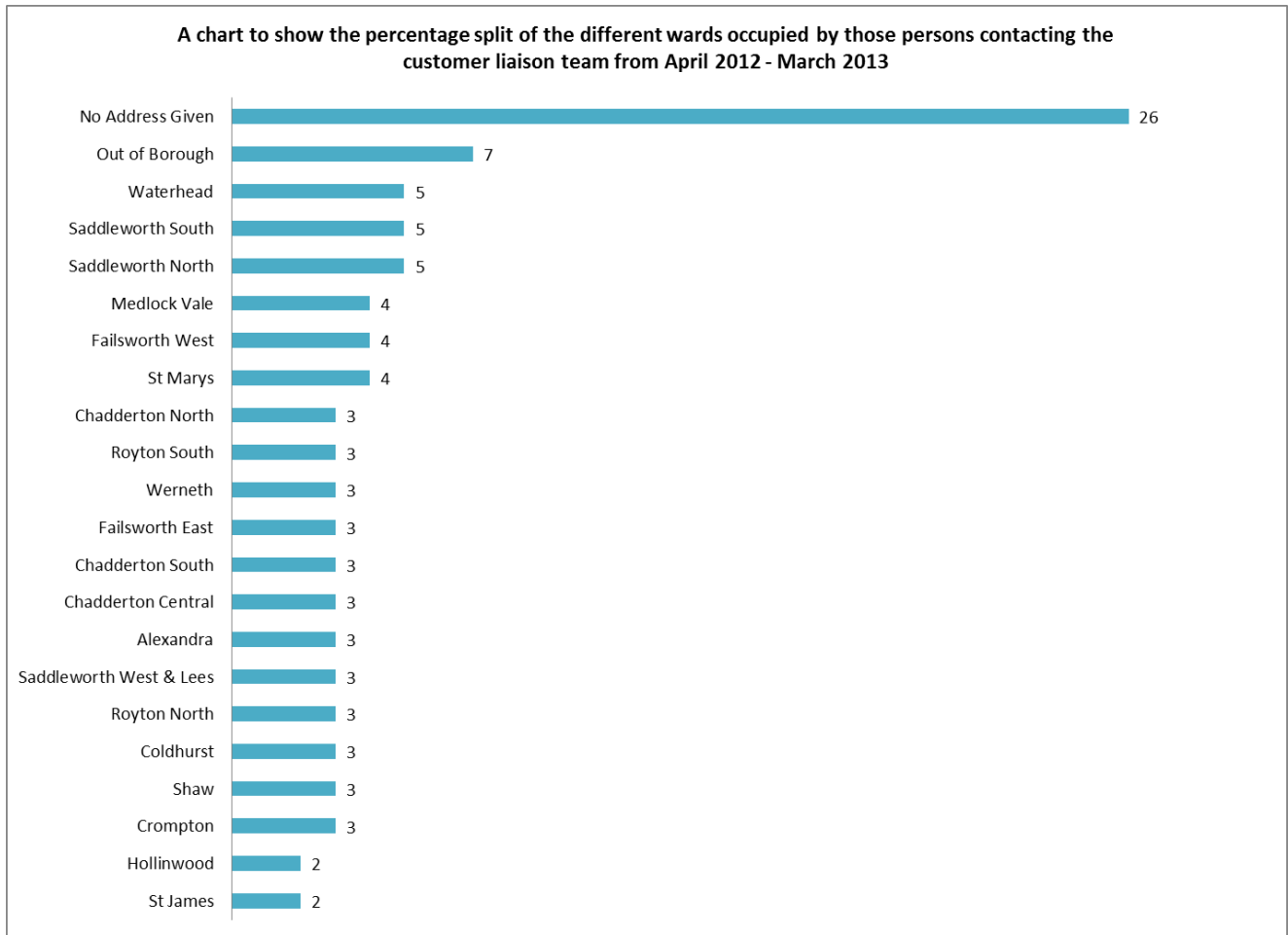


**Age**

A chart to show the percentage split between different age groups contacting the customer liaison team during April 2012 - March 2013



## Ward Profile



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

We first began to take equality data because we had reason to believe from previous research that customers from different ethnic backgrounds were not accessing the complaints process for a variety of reasons, so we were concerned that they were denying themselves access to an important service as well as denying the council access to key service development routes. We took ethnic background data from customers to monitor how closely our data matched ethnicity data about Oldham available from NOMIS to see if our information matched. The data did match, but we still monitor on this basis to gain assurance.

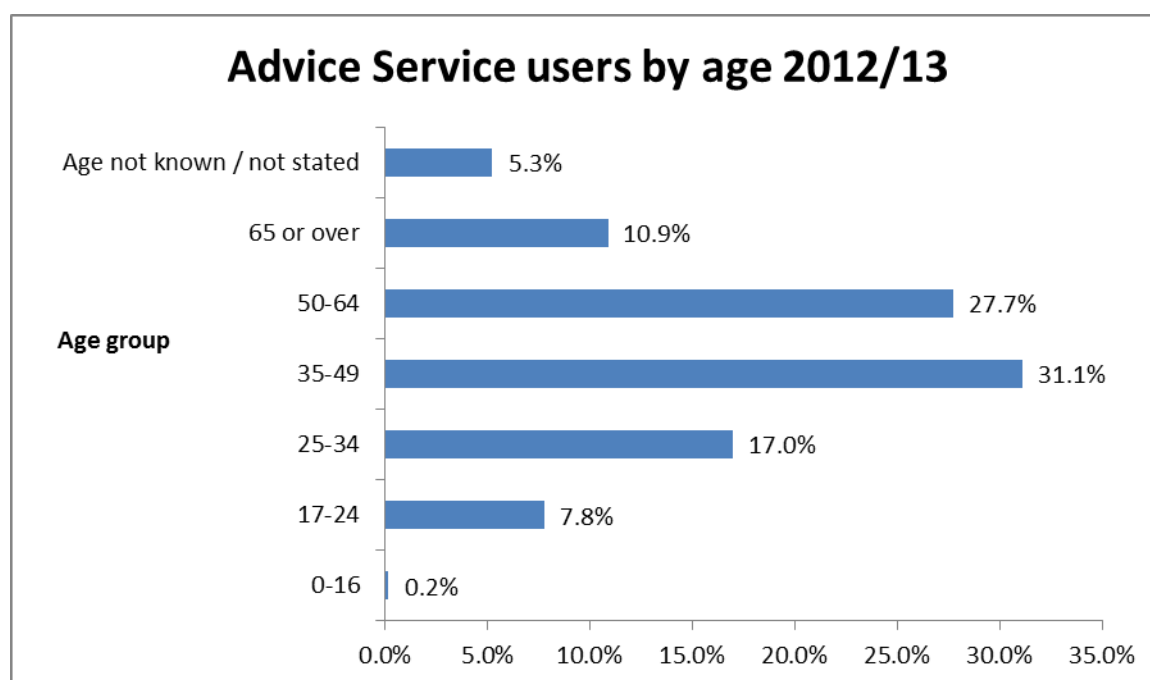
**Source: Oldham Council Customer Services**

### 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.

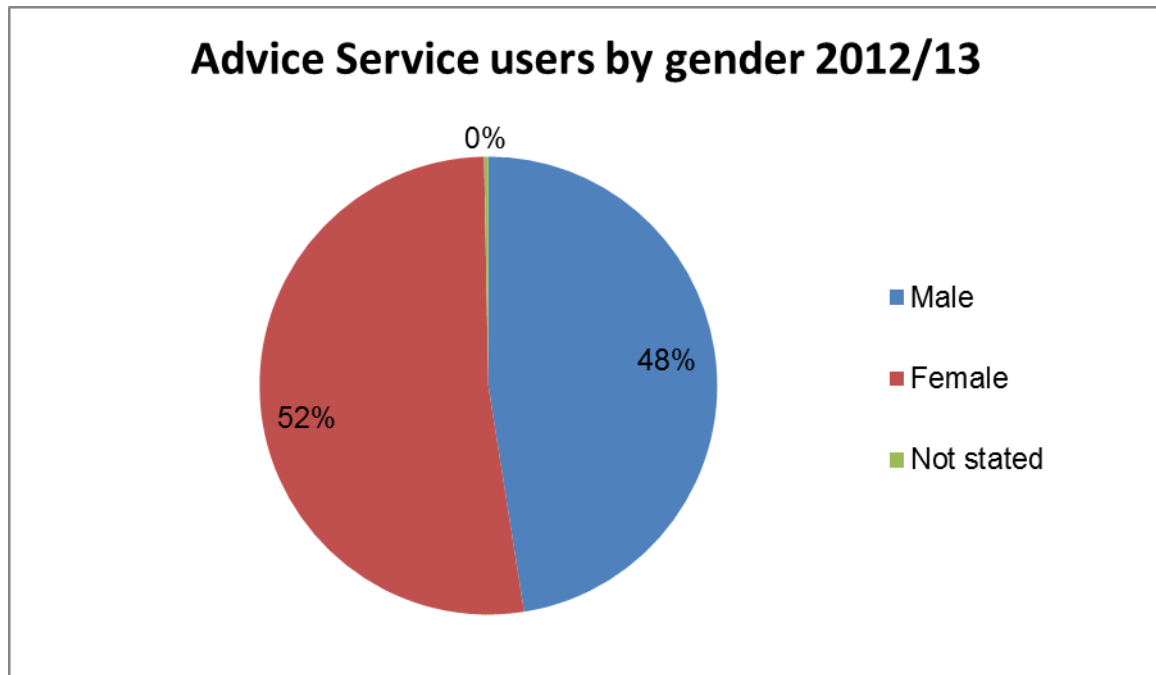
#### Age

Age group	2012/13	2011/12
0-16	16	9
17-24	616	365
25-34	1344	840
35-49	2461	1431
50-64	2193	1202
65 or over	863	490
Not included – age not known / not stated	416	279
Total (=100%)	7,909	4,616



## Gender

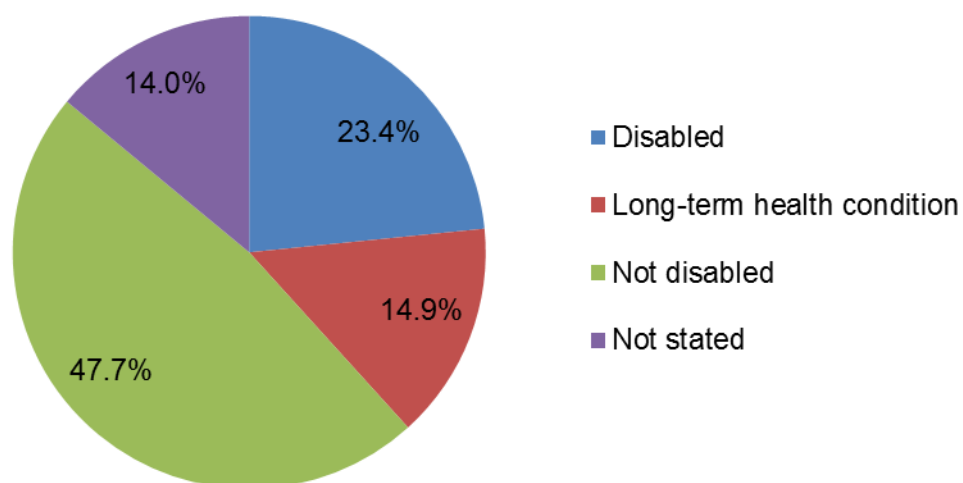
Gender	2012/13	2011/12
Male	3,758	2,160
Female	4,125	2,444
Not recorded	26	12
Total (=100%)	7,909	4,616



## Self-reported disability

Disability	2012/13	2011/12
Disabled	1,851	981
Long-term health condition	1,177	601
Not disabled	3,774	2,254
Not stated	1,107	780
Total (=100%)	7,909	4,616

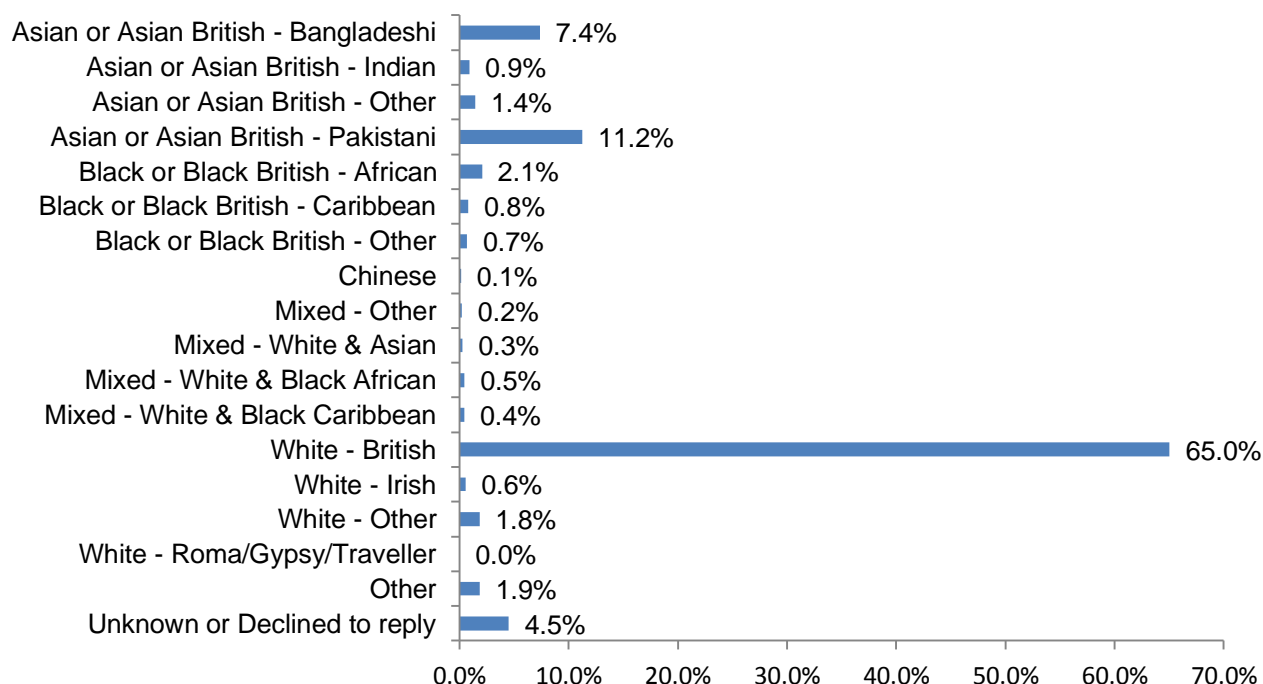
### Advice Service users by disability or long-term health condition 2012/13



### Ethnicity

Ethnicity	2012/13	2011/12
Asian or Asian British - Bangladeshi	584	330
Asian or Asian British - Indian	72	32
Asian or Asian British - Other	114	50
Asian or Asian British - Pakistani	888	490
Black or Black British - African	164	100
Black or Black British - Caribbean	65	43
Black or Black British - Other	56	26
Chinese	11	4
Mixed - Other	19	13
Mixed - White & Asian	23	14
Mixed - White & Black African	38	19
Mixed - White & Black Caribbean	35	18
White - British	5,142	3,062
White - Irish	44	20
White - Other	146	96
White - Roma/Gypsy/Traveller	1	1
Other	149	100
Unknown or Declined to reply	358	198
Total	7,909	4,616

## Advice Service users by ethnicity 2012/13



### 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

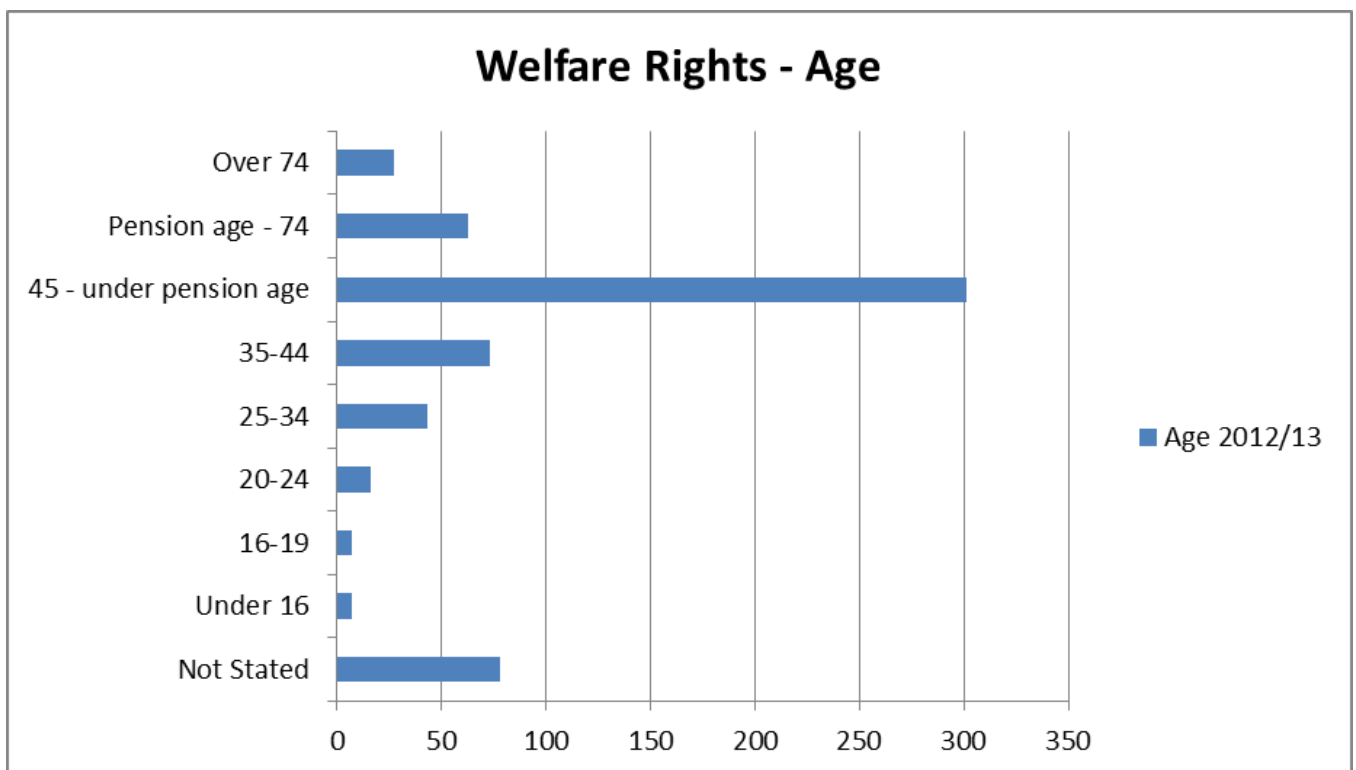
The Welfare Rights Service provides clear, concise, free advice to residents, which includes:

- 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.

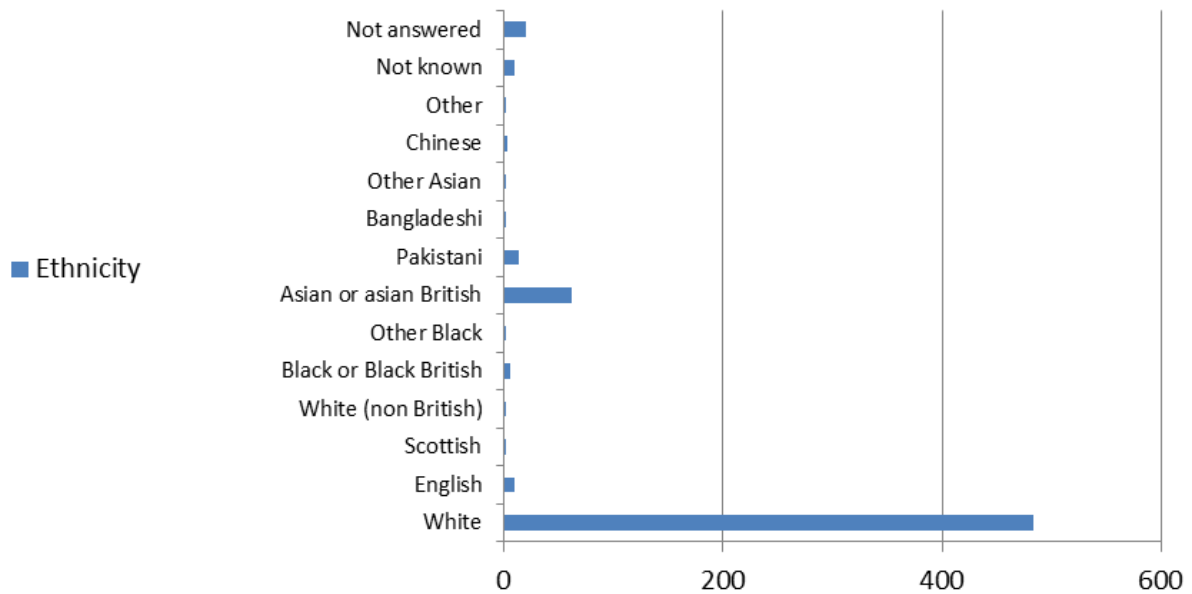
The advice given by the service is completely independent, impartial and free. The service recognises that individuals must make their own decisions and that the role of the service is to give people information to be able to exercise their rights. The service actively promotes the take-up of benefits 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 from April 2012 to March 2013. It provides a breakdown according to age, ethnicity, housing status geographic location and sexuality.

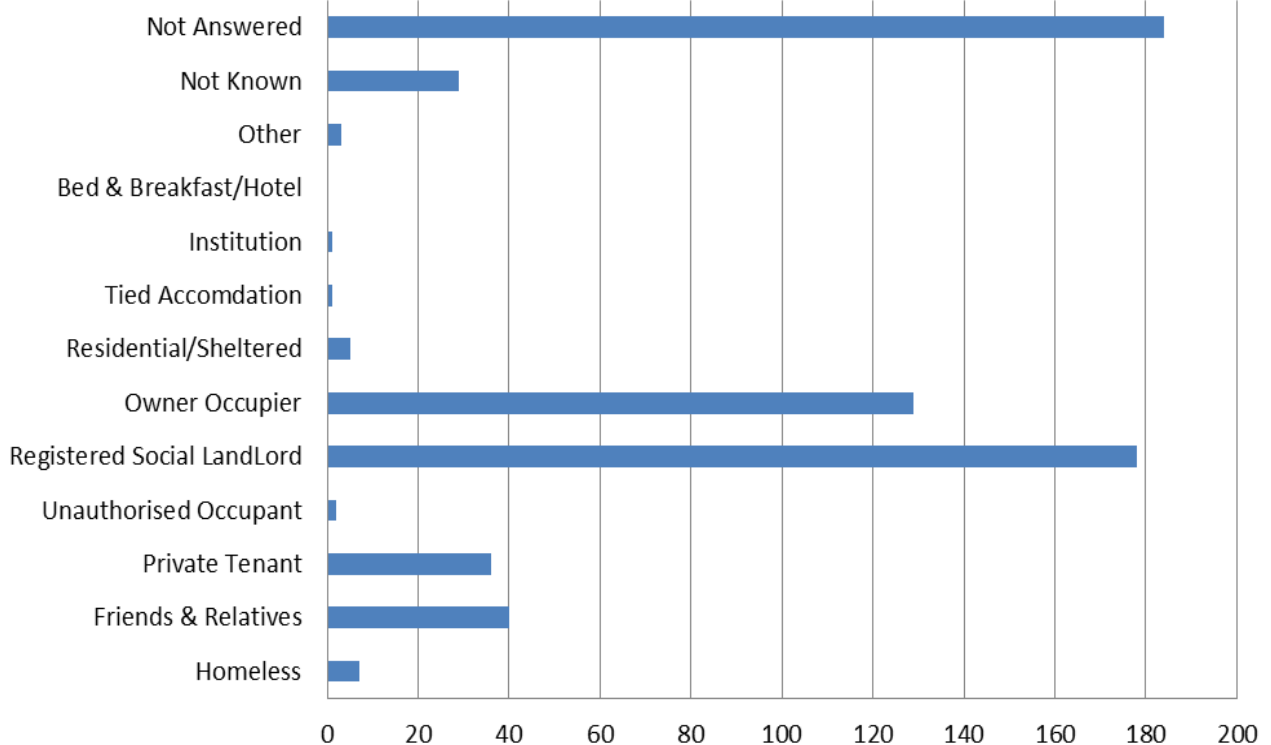




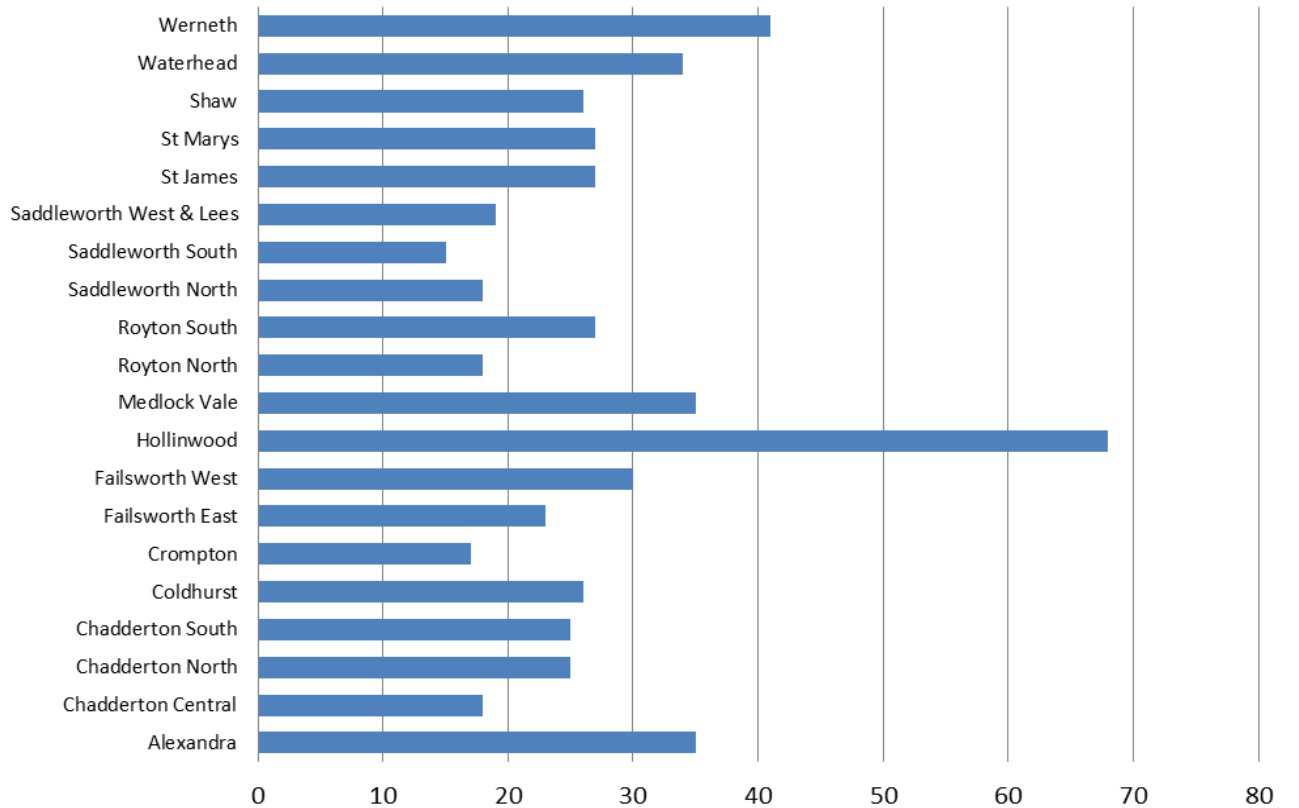
## Welfare Rights - Ethnicity



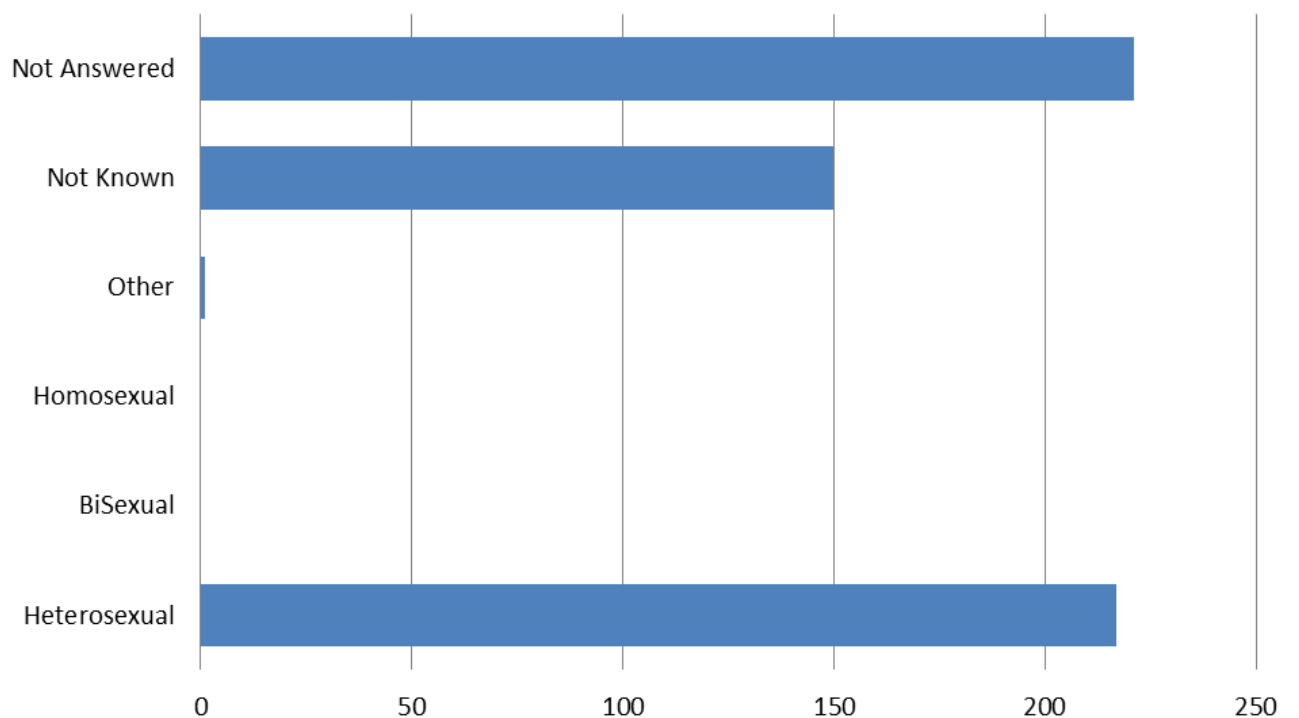
## Welfare Rights - Housing Status



## Welfare Rights - Geographic location (Wards)



## Welfare Rights - Sexuality



**How we are 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.

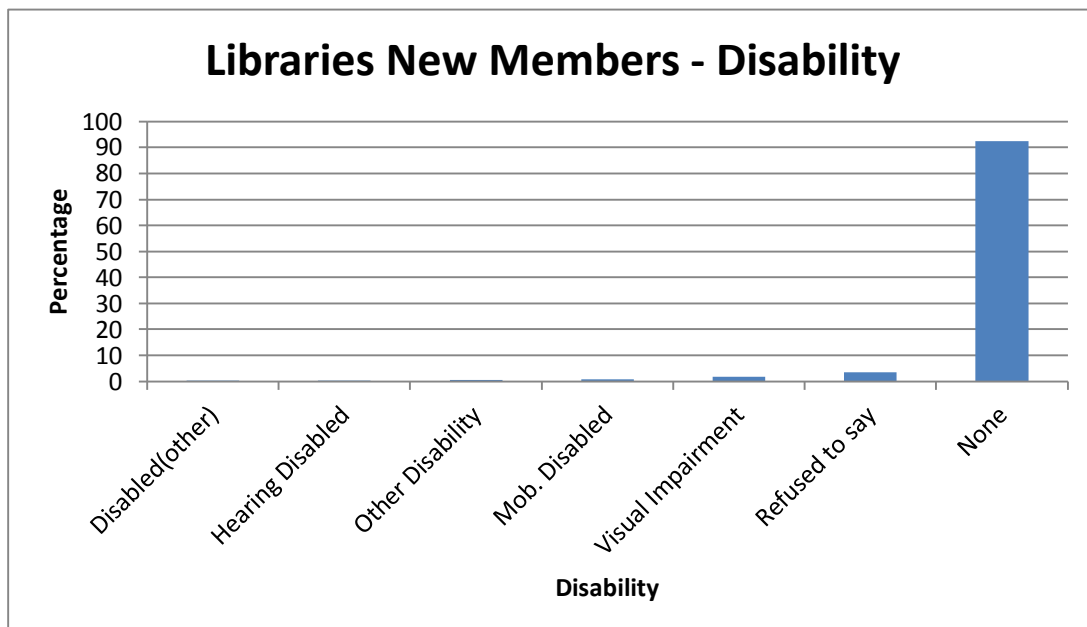
***Source: Oldham Council Welfare Rights Service***

## 5. Libraries

Oldham Library Service's mission is to be a continually improving, modern 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.

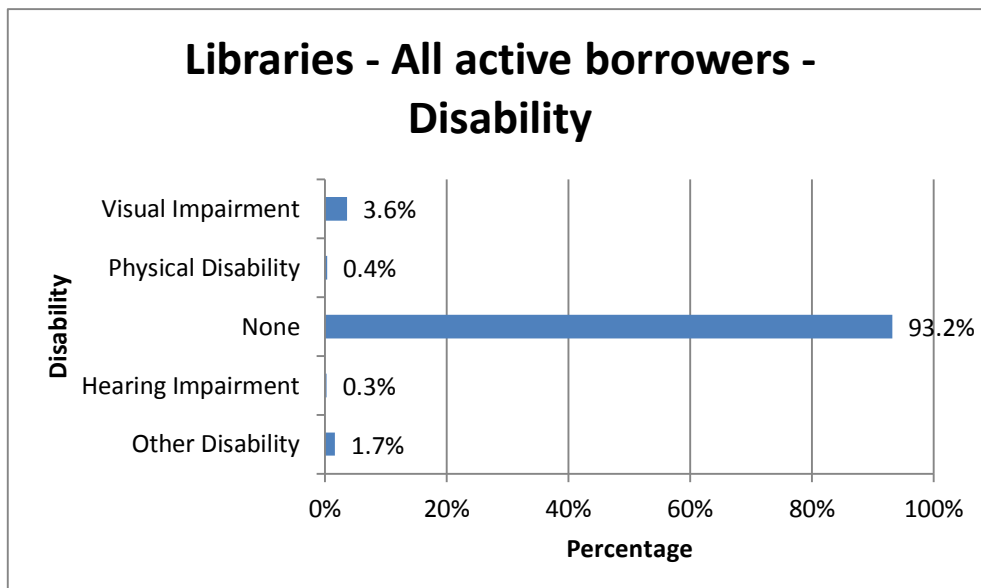
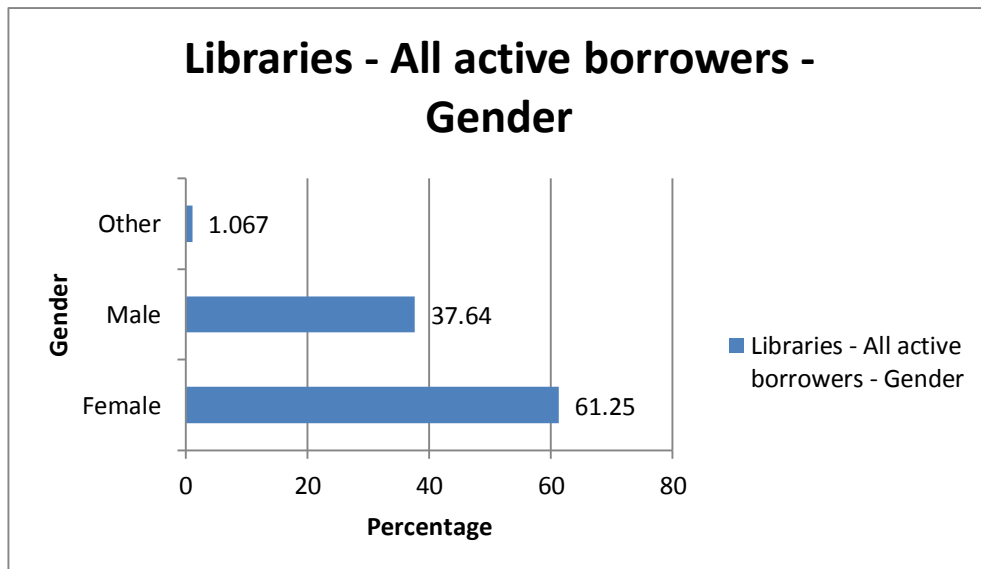
### All New Library Members

The following provides information on the disability breakdown all new members who have joined in the period 1st January 2012 – 31st December 2012.

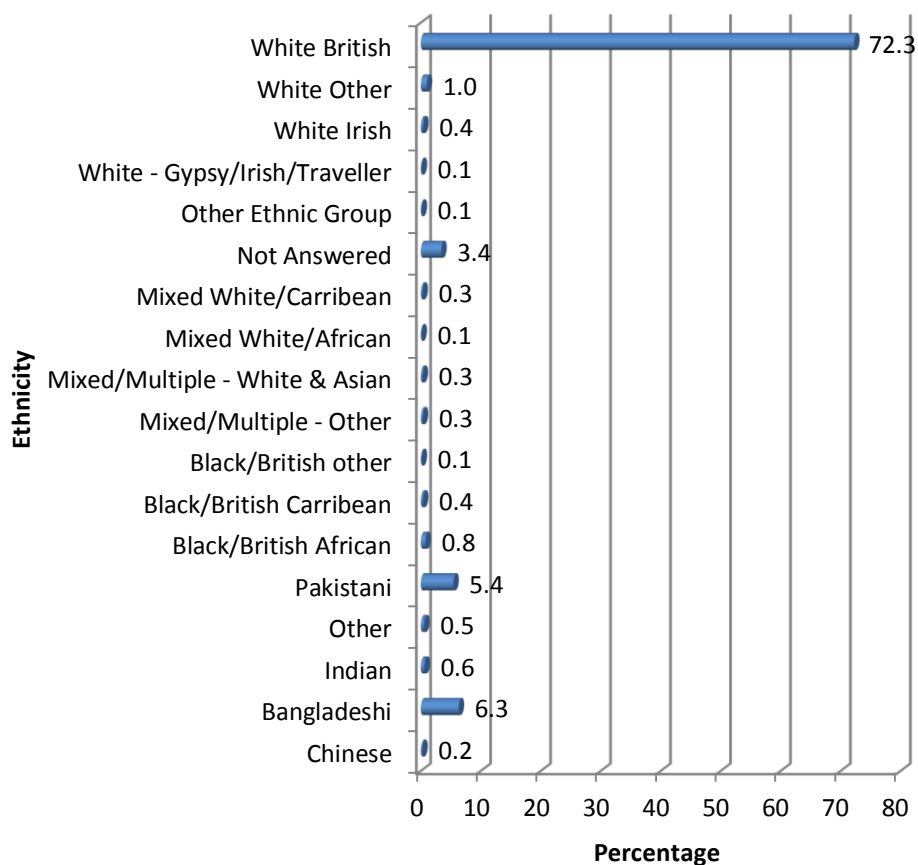


### All Active Borrowers

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 2012 and 30 September 2013.



## Libraries - All active borrowers - Ethnicity



**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:

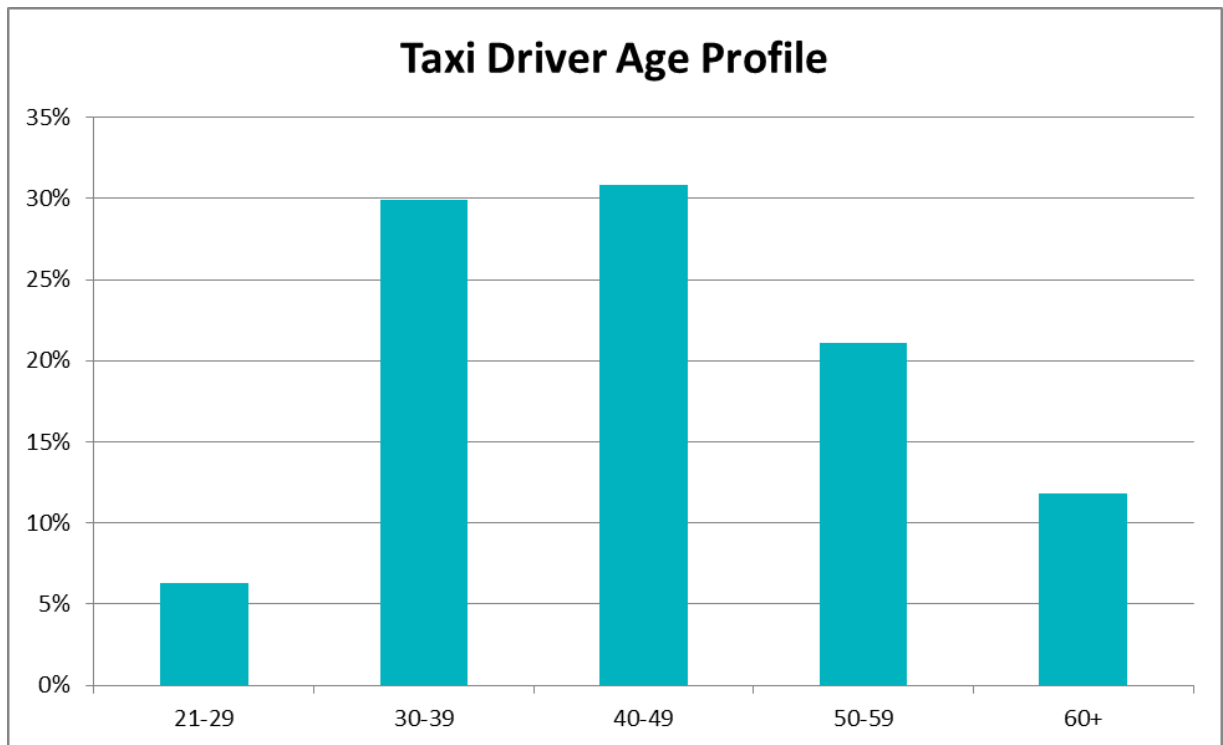
- To hold a valid GB or EU Driving License for at least two years or 1 year GB/EU and 1 year foreign;
- To have passed the prescribed tests (*see below*);
- To be at least 21 years of age;
- Be entitled to work in the UK

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;
- having your doctor sign a medical form;
- passing the Councils 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. As part of the NVQ the driver will undergo an assessment which looks at, amongst other things, the driver's basic skills in literacy, numeracy and spoken English.

The following presents an age breakdown of taxi drivers (taken November 2013) in Oldham who held a taxi driving license issued by the Council's Licensing Service.



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

The Council's Licensing Service uses this information to monitor 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 ongoing 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.

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 2012/13 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: Community Learning (CL), First Steps and Adult Skills Budget (ASB).

### **Race**

In 2012/13 academic year;

- 36% of learners across all provision were from a black and minority ethnic (BME) background
- 45% of learners in ASB were from a BME background
- 33% of learners in CL were from a BME background.
- 47% of learners in First Steps 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 indicates 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 the disadvantaged areas of Oldham which have high representation of BME heritage residents. The Service also works in areas 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. 35% 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; 54% of our learners came from the top 10 deprived wards in Oldham.

### **Gender**

In 2012/13 academic year;

- 29% of learners across all provision were male
- 71% of learners across all provision were female
- 31% of learners in ASB were male
- 27% of learners in CL were male
- 30% of learners in First Steps 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.

However, 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.

- 13% of learners are aged 19 – 24 (Oldham – 10%)
- 29% were aged 25 – 34 (Oldham – 18%)
- 23% were aged 35 – 44 (Oldham – 19%)
- 15% were aged 45 – 54 (Oldham – 18%)
- 9% were aged 55 – 64 (Oldham – 15%)
- 4% 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**

- 15% of learners across all provision declared a disability
- 16% of learners in ASB declared a disability
- 15% of learners in CL declared a disability
- 13% of learners in First Steps declared a disability

In addition;

- 11% of learners across all provision declared a learning difficulty
- 12% of learners in ASB declared a learning difficulty
- 12% of learners in CL declared a learning difficulty
- 9% of learners in First Steps declared a learning difficulty

According to the BIS Review of Informal Adult and Community Learning (IACL): Equality Impact Assessment, Revised Screening Document published

---

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

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.

- 7.3% of learners across all provision were supported.
- 6 % of learners in ASB courses were supported
- 6% of learners in CL were supported
- 7% of learners in First Steps 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. 35% 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; 54% 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.

- 79% 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 2012/13 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, these are identified as part of the Self-Assessment process and action plan is put 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 7,000 learners who attended courses in the 2012/13 academic year, there were 7 expressions of concerns and 4 formal complaints that were escalated to senior management. All matters of concern and complaints were dealt with to the satisfaction of the service user 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 a hate incident reporting system.

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

Learners and staff are 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 2012/13 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, learner voice processes 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

Below is a breakdown of the current Council Tax Reduction claimants. As of 11<sup>th</sup> November 2013 the number of claimants was 26,359. The source of all data is the live benefit database as of 11<sup>th</sup> November 2013 unless stated otherwise.

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

	A	B	C	D	E	F	G	H
Number of claimants	20,627	3,138	1,922	448	132	43	17	2

This data shows that the overwhelming majority of CTR claimants live in Band A properties.

### Potential impact on people of a particular age

The breakdown of claims by claimant type is as follows:

Type of Recipient	Number	%
Elderly	10,153	38%
Working age - passported benefits	7,812	30%
Working age – other	8,394	32%
TOTAL	26,359	100%

### Potential impact on men or women (including maternity or pregnancy considerations)

The breakdown of claims by gender of the claimant is as follows:

Gender	Working Age	%
Male	7,113	44%
Female	9,093	56%
<b>Total</b>	<b>16,206</b>	<b>100%</b>

The table below shows claimant types by ward

Ward	Working Age	Elderly	Total
Alexandra	1672	646	2318
Chadderton Central	488	402	890
Chadderton North	597	464	1061
Chadderton South	744	542	1286
Coldhurst	1932	740	2672
Crompton	335	510	845

Failsworth East	493	509	1002
Failsworth West	654	567	1221
Hollinwood	1216	745	1961
Medlock Vale	1202	563	1765
Royton North	358	469	827
Royton South	432	448	880
Saddleworth North	174	269	443
Saddleworth South	133	322	455
Saddleworth West and Lees	325	416	741
Shaw	576	497	1073
St James	963	429	1392
St. Mary's	1576	546	2122
Waterhead	1109	609	1718
Werneth	1227	460	1687
<b>TOTAL</b>	<b>16,206</b>	<b>10,153</b>	<b>26,359</b>

The table below shows ethnicity by ward.

	% White	% Pakistani	% Bangladeshi	% Other non-white
Alexandra	63.4	22.8	3.8	10.0
Chadderton Central	88.3	2.2	5.1	4.4
Chadderton North	78.4	2.1	15.7	3.8
Chadderton South	91.1	2.2	1.7	5.0
Coldhurst	27.1	3.7	60.2	9.0
Crompton	96.0	0.5	1.0	2.5
Failsworth East	95.9	0.8	0.2	3.1
Failsworth West	95.1	0.6	0.2	4.1
Hollinwood	86.9	5.6	2.4	5.1
Medlock Vale	61.5	22.8	6.9	8.8
Royton North	97.4	0.3	0.4	1.9
Royton South	93.5	0.8	2.1	3.5
Saddleworth North	97.3	0.4	0.2	2.0
Saddleworth South	97.5	0.4	0.2	1.9
Saddleworth West and Lees	97.0	0.6	0.1	2.3
Shaw	94.0	1.0	2.8	2.2
St. James'	94.4	0.5	0.3	4.7
St. Mary's	34.0	49.1	8.6	8.2
Waterhead	76.8	16.1	1.3	5.7
Werneth	23.4	48.6	17.8	10.3
<b>Oldham</b>	<b>77.5</b>	<b>10.1</b>	<b>7.3</b>	<b>5.1</b>
<b>England</b>	<b>85.4</b>	<b>2.1</b>	<b>0.8</b>	<b>11.7</b>



## Impact on those with a disability

Of the 16,206 working age claimants, 3,197 (19.73%) have a disability premium within their benefit calculation. Whilst this indicates that the individual is considered to have some form of disability, it does not tell us the nature or extent of the disability. Of the 3,930 claimants currently under the recovery process due to non-payment, 674 are in receipt of a disability premium, this is 17.1% of those on recovery.

Within the number of disabled claimants in recovery due to non-payment, of the 674 claimants 114 are also affected by the size criteria, however only 36 had applied for additional assistance with their rent through the Discretionary Housing Payment scheme.

The evidence shows that whilst the majority of claimants who are in receipt of a disability premium are managing to make their payments, there are some who are not. Additionally, there are still some changes to Disability Living Allowance to be made in terms of changing onto Personal Independence Payments. This impact is unknown so the potential impact on those in receipt of disability premiums is something we are keen to keep under review.

## Collection rates

As of December 2013 the collection rate overall is higher than anticipated and we hope to achieve collection rates of between 65 and 70%. The income types of those who are paying in line with their billed arrangement are as follows:

	Paying as required
Working Age - Passported Benefits	5,604
Working Age - Other	6,672
<b>Total</b>	<b>12,276</b>

## Recovery Activity

Of those claimants receiving Council Tax Reduction 3,930 accounts are now on recovery action, the breakdown below shows those accounts broken down by property band.

Band	A	B	C	D	E	F	G	Total
Number	3391	333	150	39	12	4	1	<b>3,930</b>

These figures are proportionately in-line with the overall number of claimants in each band, which might indicate that people in higher bands are not finding it more difficult to pay than those in lower bands.

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

Our data about ethnicity collected through the application process is currently optional therefore our information about impact on people of particular ethnic backgrounds has been taken from demographic data. We also don't hold any information about those people of a particular sexual orientation or faiths and beliefs. As part of the work over the next twelve months we will look to improve our data collection in regards to the scheme.

There are some groups which could be defined as vulnerable for which we do not hold data these include:-

- Those leaving care
- Those leaving prison

***Source: Academy Database, Unity***

## 9. School Census Data

The council gathers school census information on a termly basis. The following information provides a breakdown of the gender and ethnic group 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 data provides demographic statistics for Oldham, including information on BME (Black Minority Ethnic), First Language, SEN (Special Educational Needs) and FSM (Free School Meals) populations. The data is also used to calculate pupil population forecasts and projections. 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 2013		
Gender		
	Boys	Girls
Primary Schools	12476	12161
Secondary Schools	8019	7590

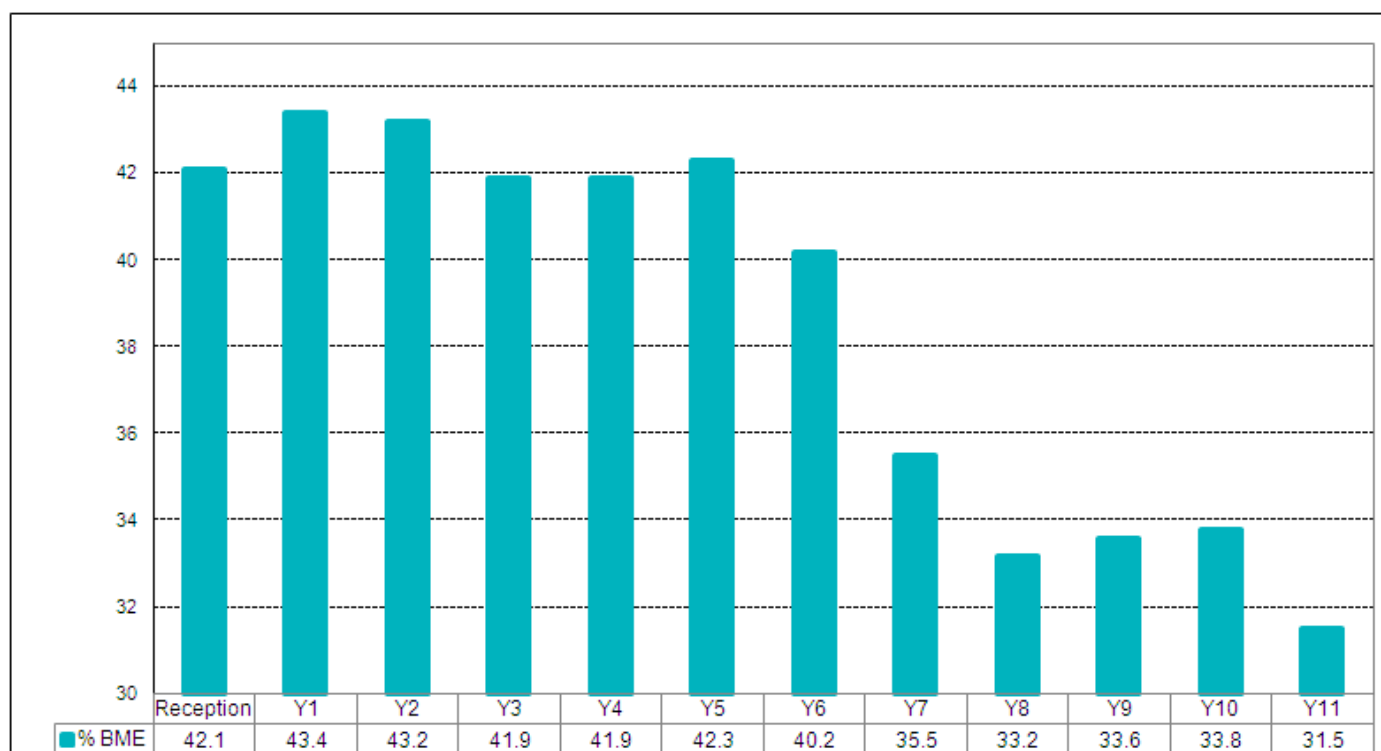
School Census – January 2013			
Ethnicity – Percentage			
Ethnicity	Primary	Secondary	Total
White British	56.7	65.7	60.3
White Other	1.4	1.9	1.6
Bangladeshi	14.7	12.6	13.8
Pakistani	18.0	13.1	16.0
Indian	0.6	0.4	0.5
Other Asian	0.9	0.6	0.8
Black African	1.4	0.8	1.2
Black Caribbean	0.2	0.1	0.2
Black Other	0.2	0.1	0.1
White and Black African	0.5	0.3	0.4
White and Black Caribbean	1.4	1.6	1.4
Other Mixed Background	0.8	0.9	0.8
White and Asian	1.3	0.6	1.0
Chinese	0.2	0.2	0.2
Other	0.6	0.5	0.6
Not Obtained	0.3	0.3	0.3
Refused	0.9	0.4	0.7

BME pupils are defined as those pupils with an ethnic group that is Non-White British and does not include those pupils whose ethnicity was refused or were not obtained. The BME population is 38.4% for the total pupils in primary and secondary schools.

*Figures may not total 100% due to rounding*

School Census – January 2013		
Ethnicity Numbers by Age		
(First or only registration)		
Year Group	Age	% BME
Reception	4	42.1
Y1	5	43.4
Y2	6	43.2
Y3	7	41.9
Y4	8	41.9
Y5	9	42.3
Y6	10	40.2
Y7	11	35.5
Y8	12	33.2
Y9	13	33.6
Y10	14	33.8
Y11	15	31.5

**The percentage of pupils in Oldham primary and secondary schools who are BME (Black Minority Ethnic) pupils**



## Key Stage 4 Attainment (GCSE and equivalents)

The data on the following pages provides information on the equality breakdown of KS4 attainment in Oldham for the reporting period up to the academic year 2012-13.

This information includes:

- Population (numbers) of boys and girls and the percentage change from 2009 to 2013.
- Numbers of pupils achieving 5 or more A\*-C grades including English and Maths from 2009 to 2013.
- Pupils by ethnicity from 2009 to 2013.
- Numbers of pupils achieving 5 or more A\*-C grades including English and Maths by ethnicity from 2009 to 2013.
- Pupils who receive Free School Meals (FSM) from 2009 to 2013.
- Numbers of pupils achieving 5 or more A\*-C grades including English and Maths who receive Free School Meals (FSM) from 2009 to 2013.
- Pupils with Special Educational Needs (SEN) from 2009 to 2013.
- Numbers of pupils achieving 5 or more A\*-C grades including English and Maths with Special Educational Needs (SEN) from 2009 to 2013.

In Oldham, we monitor the following ethnic group, **Black / Mixed Black**. This group consists of the following groups of pupils who belong to the following ethnicities:

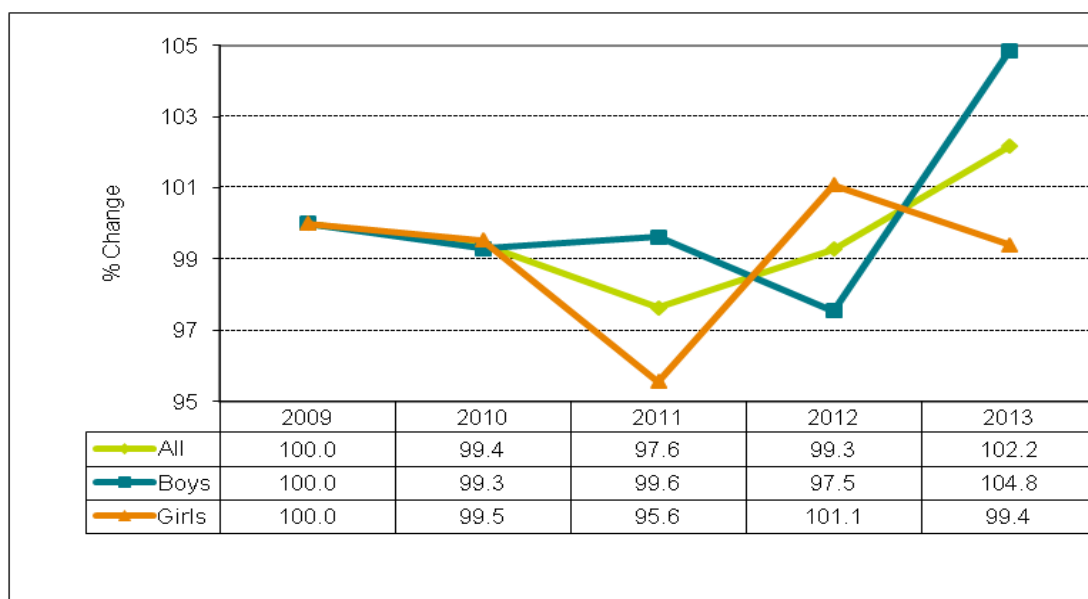
- Black African
- Black Caribbean
- Other Black Background
- White and Black African
- White and Black Caribbean

The **Mixed / Dual** group consist of pupils' ethnicity if they are White and Asian or of any other mixed heritage.

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

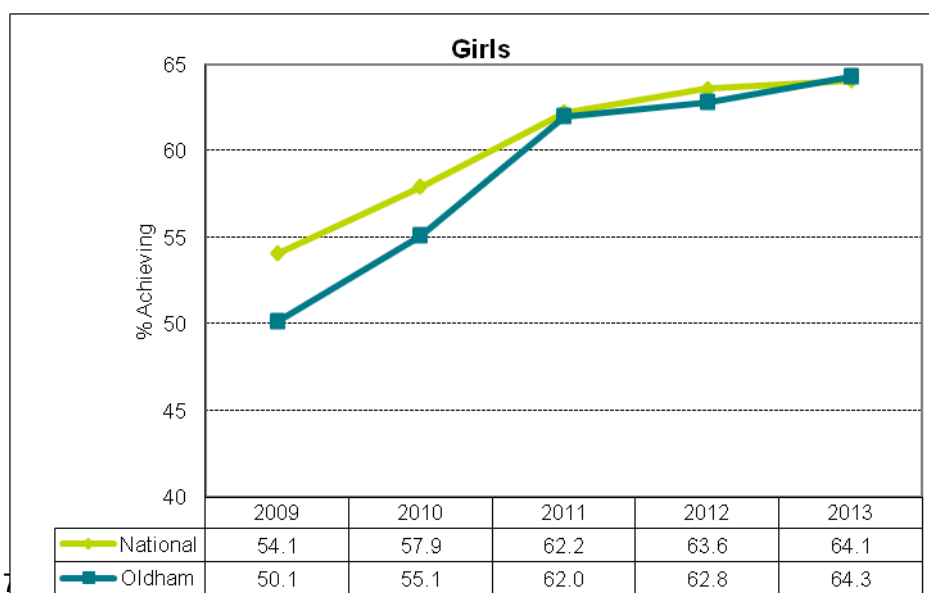
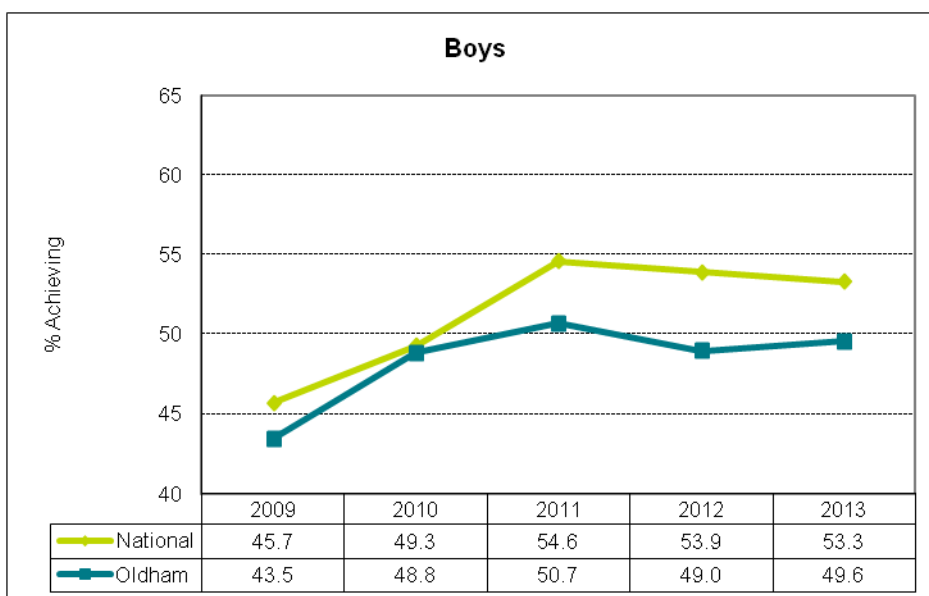
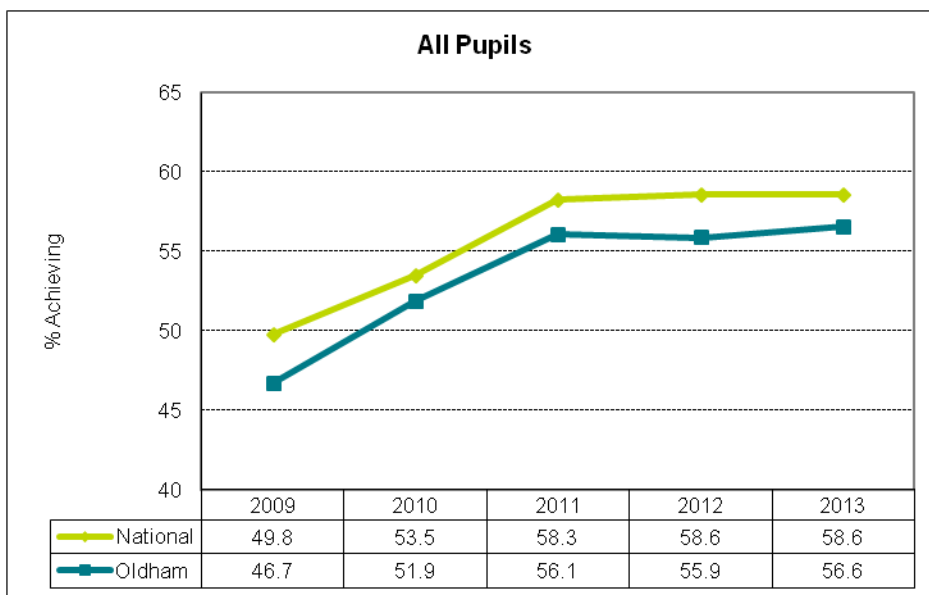
The council collects information on attainment and achievement on an annual basis. This contains information on attainment by Gender, BME (Black Minority Ethnic), SEN (Special Educational Needs) and FSM (Free School Meals) populations. The attainment of these vulnerable groups is regularly monitored 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 and achievements of these vulnerable groups. Oldham Council also monitors smaller ethnicity groups within the main groups. For example, White pupils will be White British, Other White, Gypsy/Roma, and White European pupils.

## Population percentage change from the 2009 baseline by gender for pupils at the end of Key Stage 4

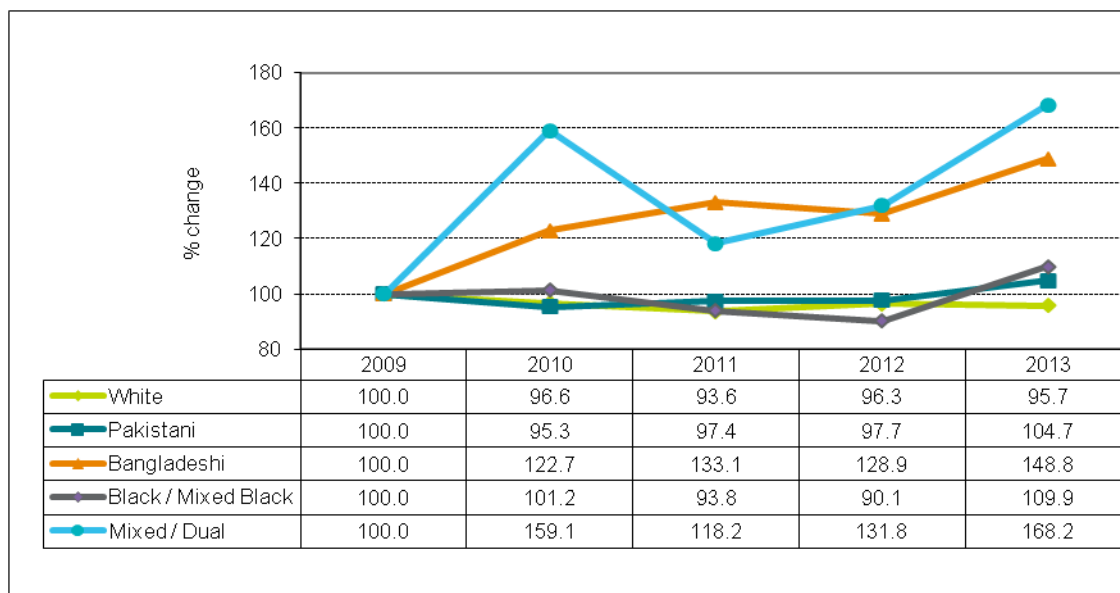


	Actual population				
	2009	2010	2011	2012	2013
<b>All</b>	3039	3021	2967	3017	3105
<b>Boys</b>	1551	1540	1545	1513	1626
<b>Girls</b>	1488	1481	1422	1504	1479
<b>Boys%</b>	51.0%	51.0%	52.1%	50.1%	52.4%
<b>Girls%</b>	49.0%	49.0%	47.9%	49.9%	47.6%

## Percentage of pupils achieving 5 or more A\*-C GCSEs including English and Maths by gender



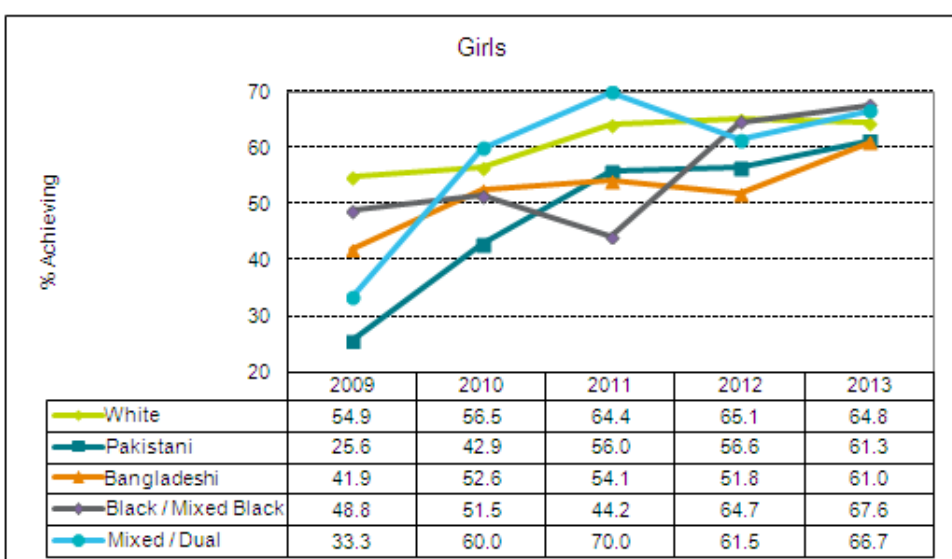
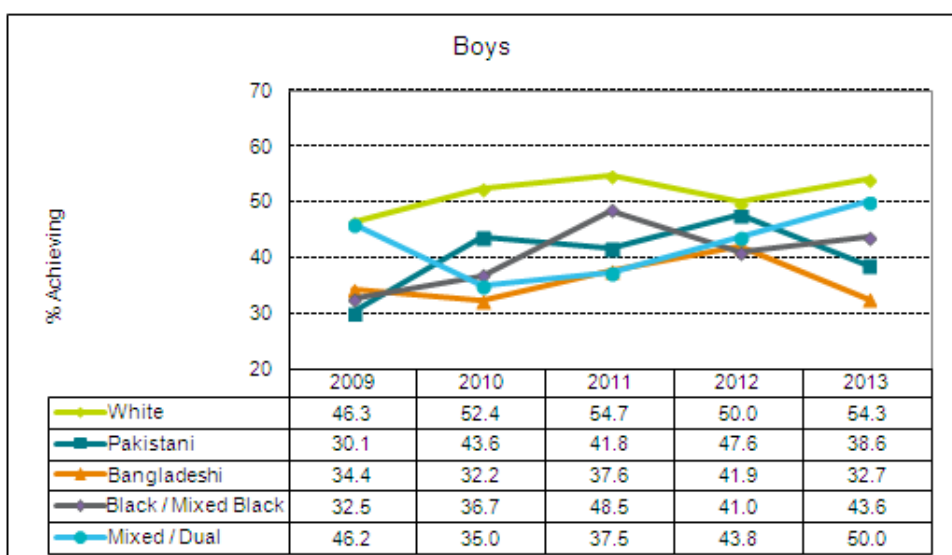
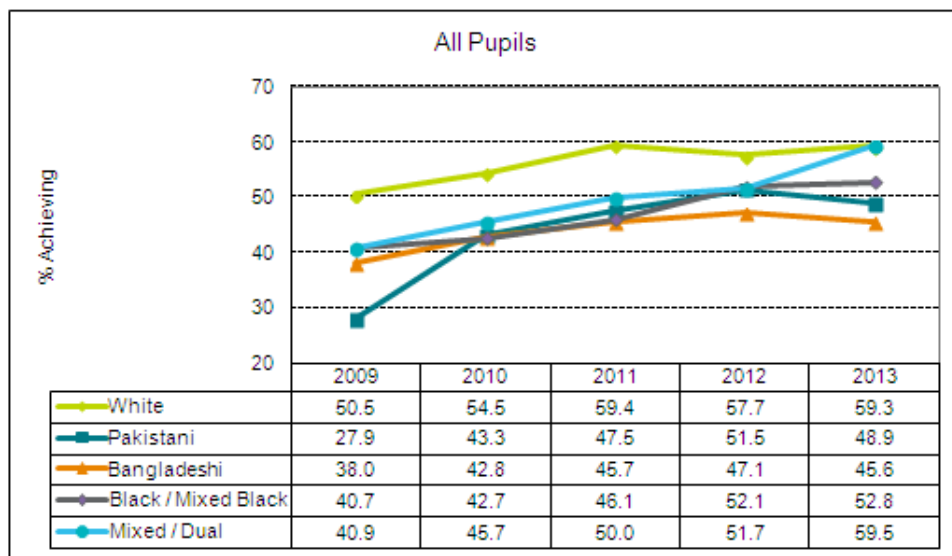
## Population percentage change from the 2009 baseline by ethnicity of pupils at the end of Key Stage 4



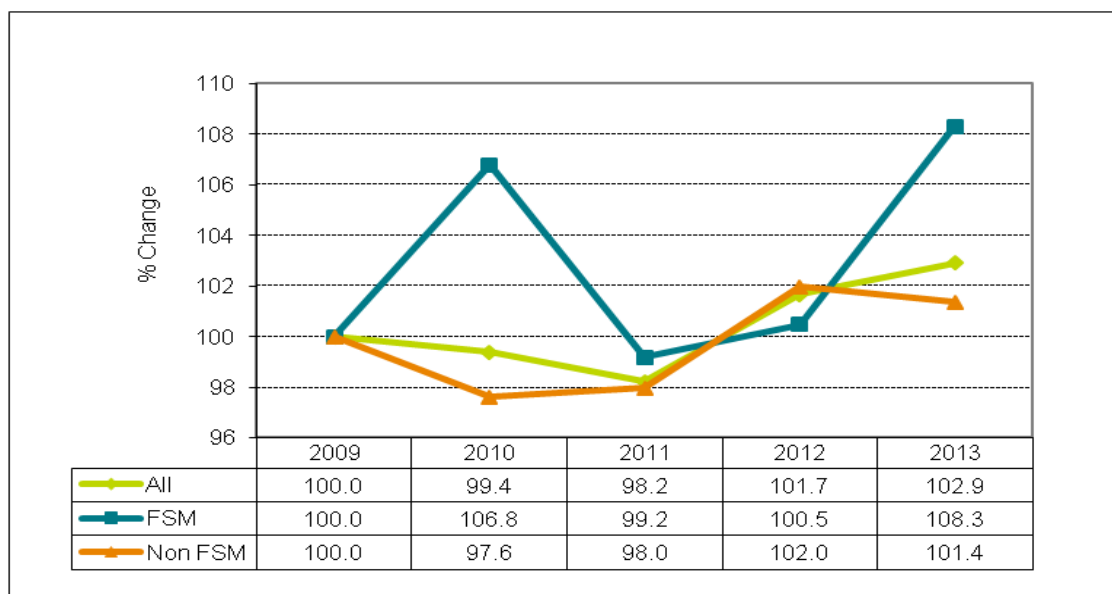
	Actual population				
	2009	2010	2011	2012	2013
<b>All Pupils</b>	3039	3021	2967	3017	3105
<b>White</b>	2299	2220	2152	2215	2199
<b>Pakistani</b>	344	328	335	336	360
<b>Bangladeshi</b>	242	297	322	312	360
<b>Black / Mixed Black</b>	81	82	76	73	89
<b>Mixed / Dual</b>	22	35	26	29	37
<b>All others</b>	51	59	56	52	60
<b>White%</b>	75.6%	73.5%	72.5%	73.4%	70.8%
<b>Pakistani%</b>	11.3%	10.9%	11.3%	11.1%	11.6%
<b>Bangladeshi%</b>	8.0%	9.8%	10.9%	10.3%	11.6%
<b>Black / Mixed Black%</b>	2.7%	2.7%	2.6%	2.4%	2.9%
<b>Mixed / Dual%</b>	0.7%	1.2%	0.9%	1.0%	1.2%
<b>All others%</b>	1.7%	2.0%	1.9%	1.7%	1.9%



## Percentage of pupils achieving 5 or more A\*-C GCSEs including English and Maths by ethnicity and gender

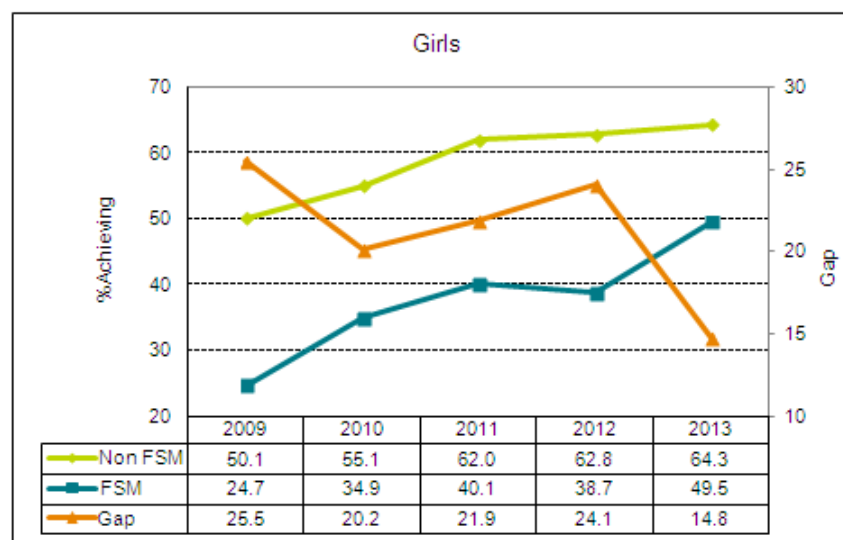
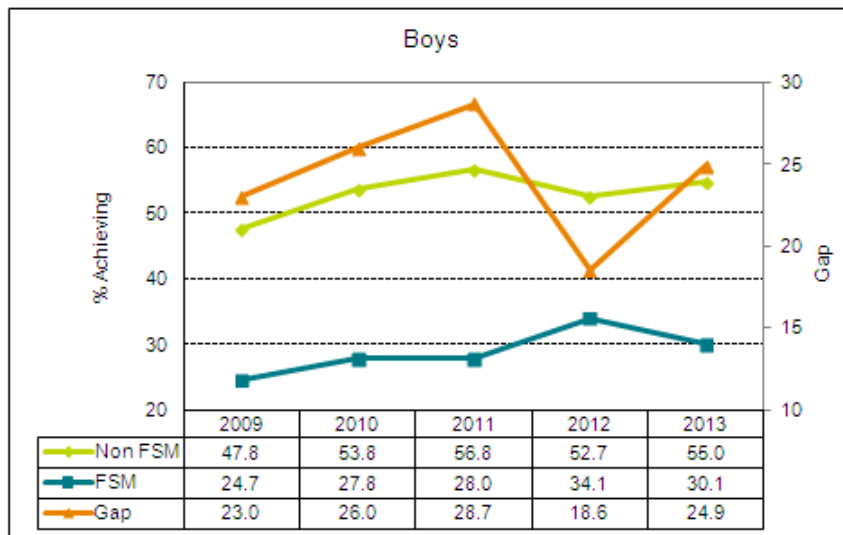
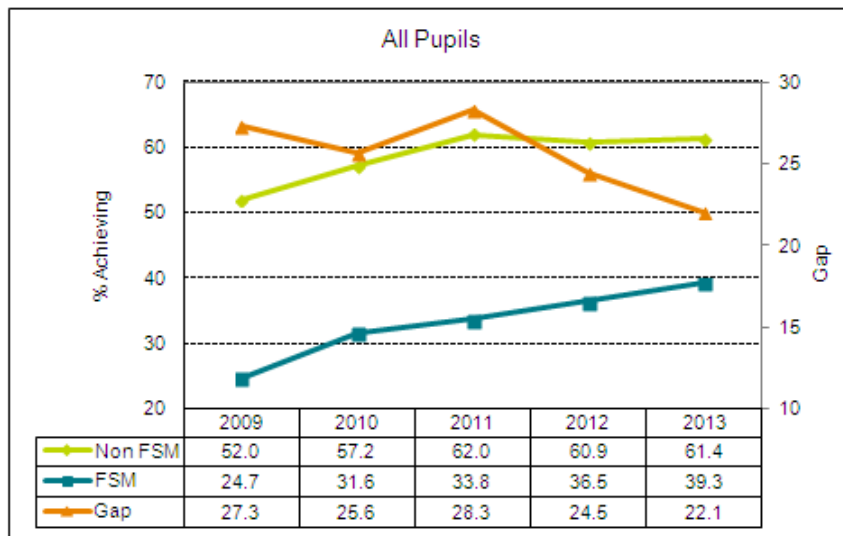


## Population percentage change from the 2009 baseline of pupils claiming eligibility for Free School Meal (FSM) at the end of Key Stage 4

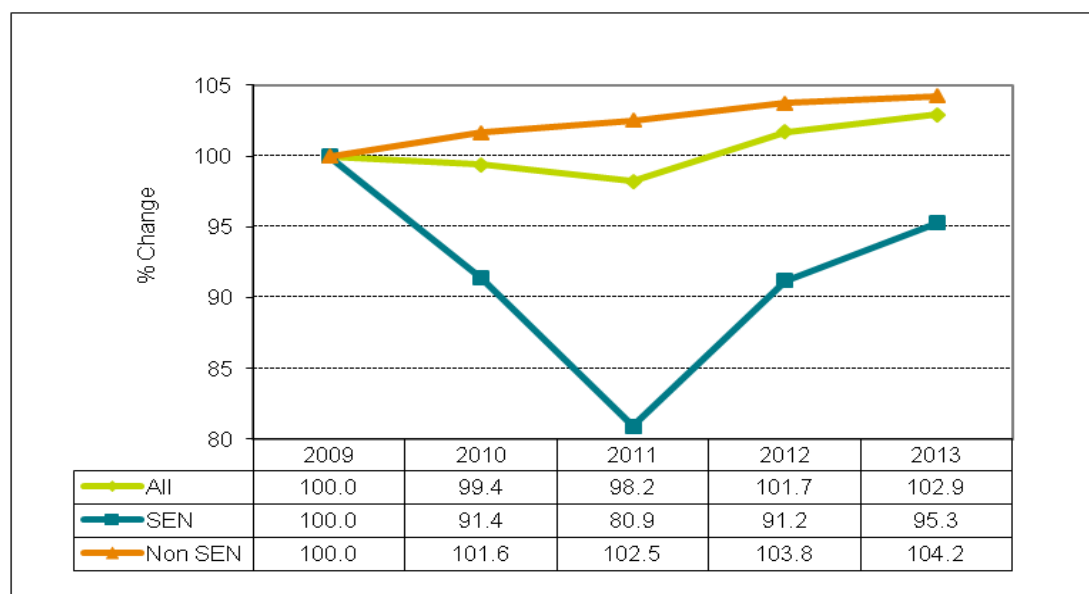


	Actual population				
	2009	2010	2011	2012	2013
<b>All pupils</b>					
<b>All</b>	3039	3021	2967	3017	3105
<b>FSM</b>	587	627	622	625	677
<b>Not FSM</b>	2452	2394	2345	2391	2424
<b>FSM%</b>	19.3%	20.8%	21.0%	20.7%	21.8%
<b>Boys</b>					
<b>All</b>	1551	1540	1545	1513	1626
<b>FSM</b>	291	295	328	302	356
<b>Not FSM</b>	1260	1245	1217	1211	1269
<b>FSM%</b>	18.8%	19.2%	21.2%	20.0%	21.9%
<b>Girls</b>					
<b>All</b>	1488	1481	1422	1504	1479
<b>FSM</b>	296	332	294	323	321
<b>Not FSM</b>	1192	1149	1128	1180	1155
<b>FSM%</b>	19.9%	22.4%	20.7%	21.5%	21.7%

## Percentage of pupils achieving 5 or more A\*-C GCSEs including English and Maths by FSM and Gender

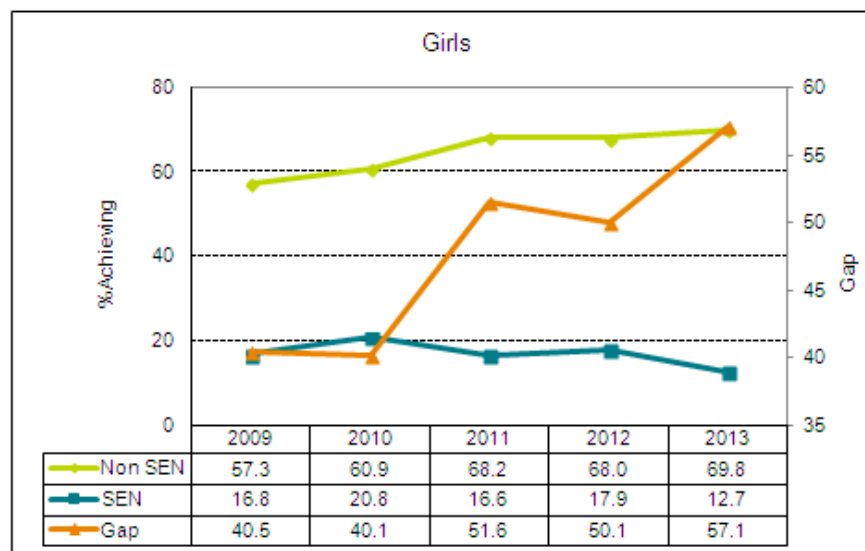
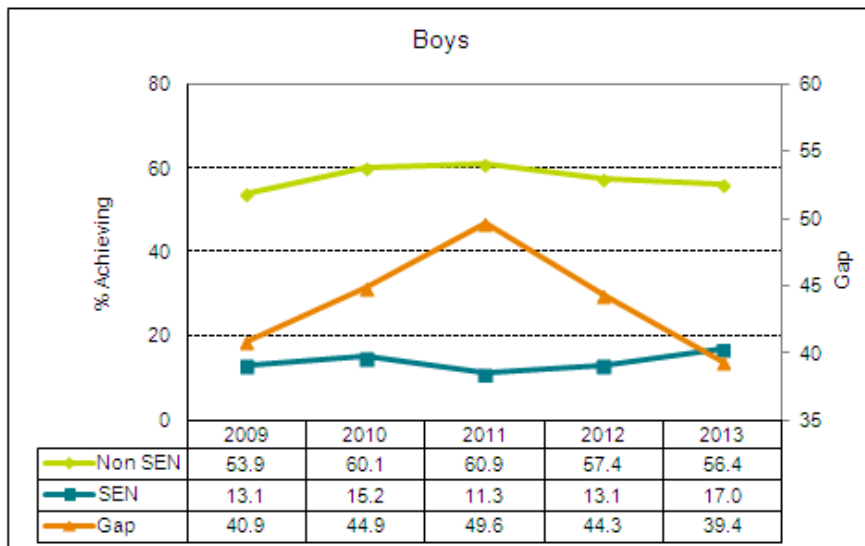
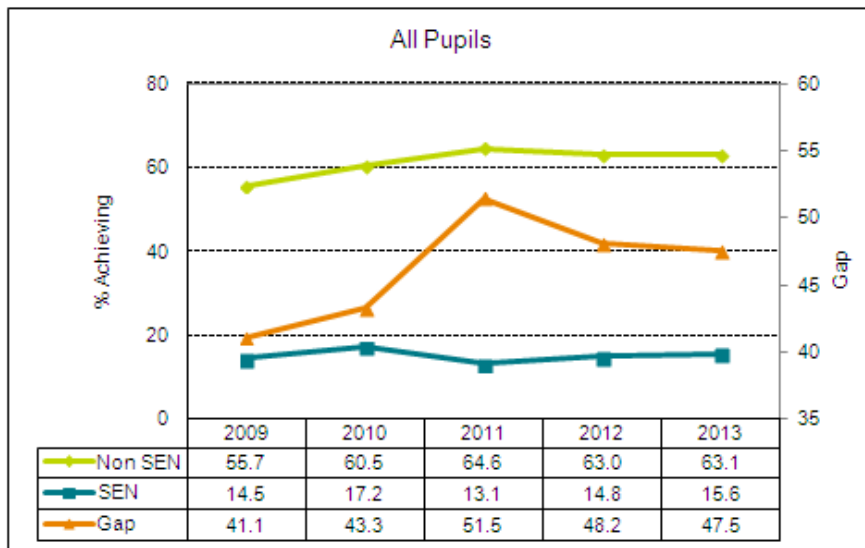


## Population percentage change from the 2009 baseline of SEN and non SEN pupils at the end of Key Stage 4



	Actual population				
	2009	2010	2011	2012	2013
All pupils					
All	3039	3021	2967	3017	3105
SEN	660	603	488	445	424
Non SEN	2379	2418	2479	2572	2681
SEN %	21.7%	20.0%	16.4%	14.7%	13.7%
Boys					
All	1551	1540	1545	1513	1626
SEN	398	387	319	289	282
Non SEN	1153	1153	1226	1224	1344
SEN %	25.7%	25.1%	20.6%	19.1%	17.3%
Girls					
All	1488	1481	1422	1504	1479
SEN	262	216	169	156	142
Non SEN	1226	1265	1253	1348	1337
SEN %	17.6%	14.6%	11.9%	10.4%	9.6%

## Percentage of pupils achieving 5 or more A\*-C GCSEs including English and Maths by SEN and Gender



## 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. Pupils are classed as being persistently absent if they miss 46 or more sessions (half days) during the year. This works out at 15% of sessions missed. For each term, the thresholds are cumulative and are shown in the table.

	Threshold sessions for Persistent Absence			
	20% threshold		Newly introduced 15% threshold	
	Half term	Cumulative	Half term	Cumulative
Autumn Half Term 1	14	14	10	10
Autumn Half Term 2	14	28	12	22
Spring Half Term 1	12	40	8	30
Spring Half Term 2	12	52	8	38
Summer Half Term 1	12	64	8	46

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 the end of 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 2007-8 to 2011-12.
- Primary persistent absence by ethnicity with BME (Black Minority Ethnic) split from 2007-8 to 2011-12.
- Primary persistent absence by ethnicity and Free School Meals (FSM) from 2007-8 to 2011-12.

- Primary persistent absence by ethnicity and Special Educational Needs (SEN) from 2007-8 to 2011-12.

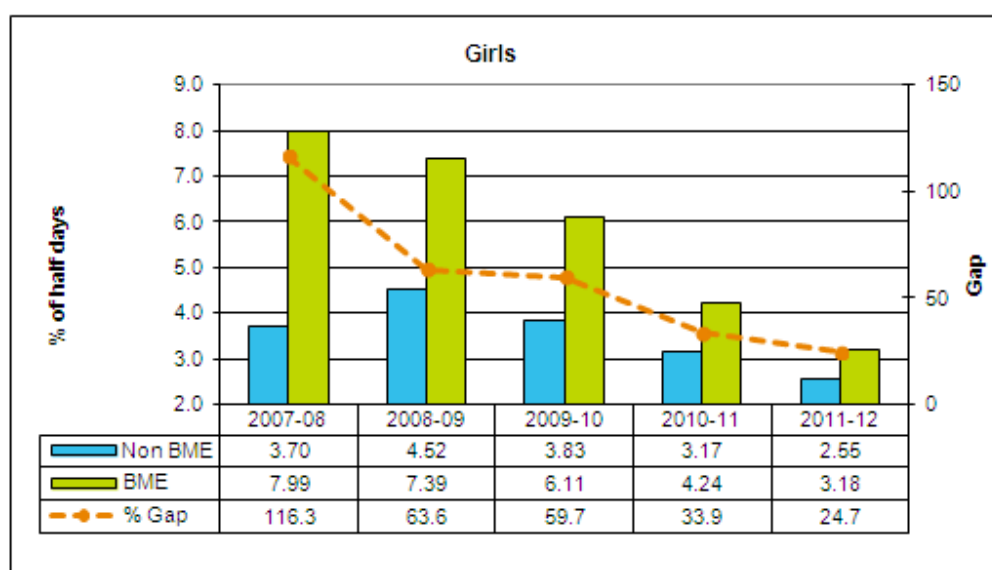
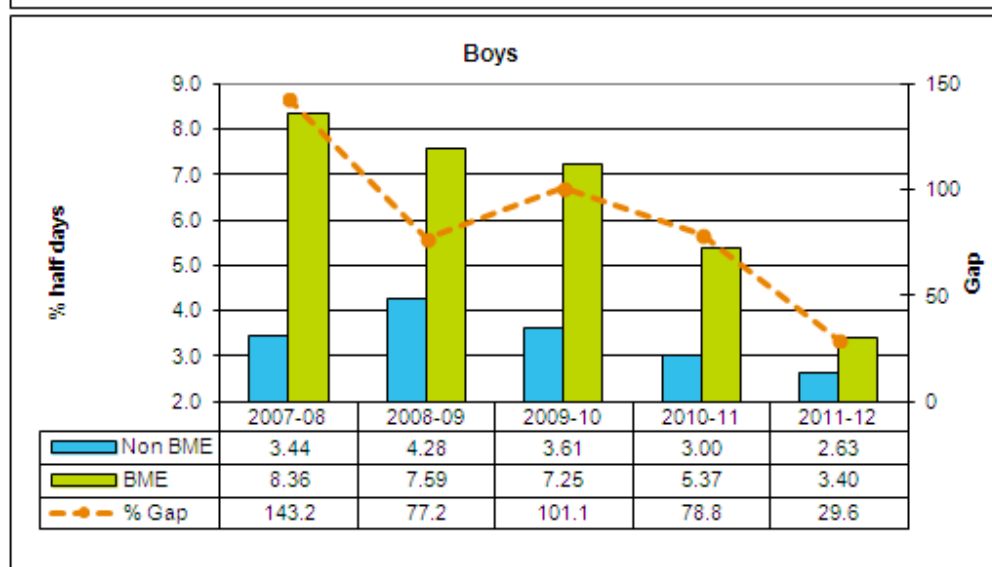
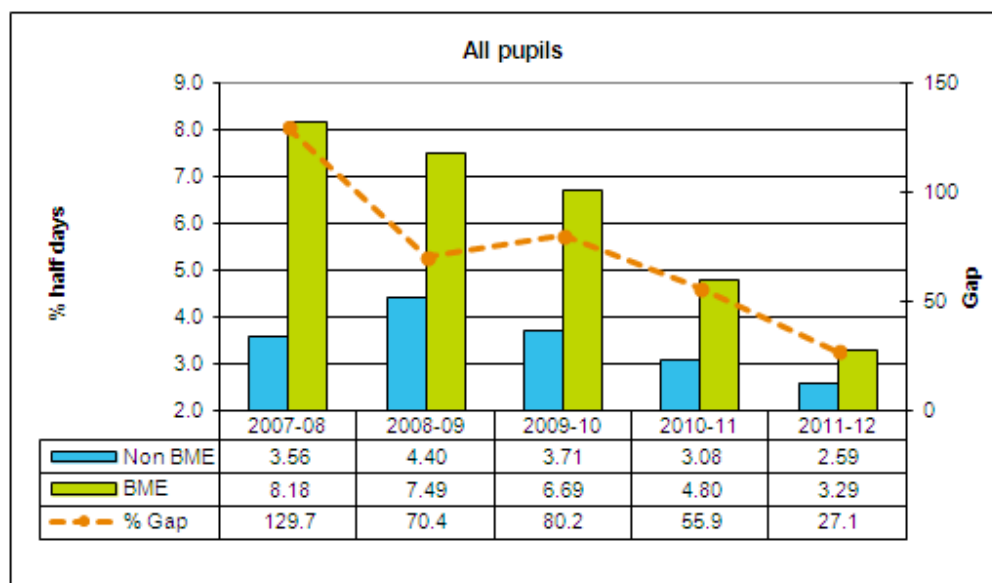
## **Secondary**

- Overall secondary persistent absence from 2007-8 to 2011-12.
- Secondary persistent absence by ethnicity with BME (Black Minority Ethnic) split from 2007-8 to 2011-12.
- Secondary persistent absence by ethnicity and Free School Meals (FSM) from 2008-9 to 2007-8 to 2011-12.
- Secondary persistent absence by ethnicity and Special Educational Needs (SEN) from 2008-9 to 2012-13.

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

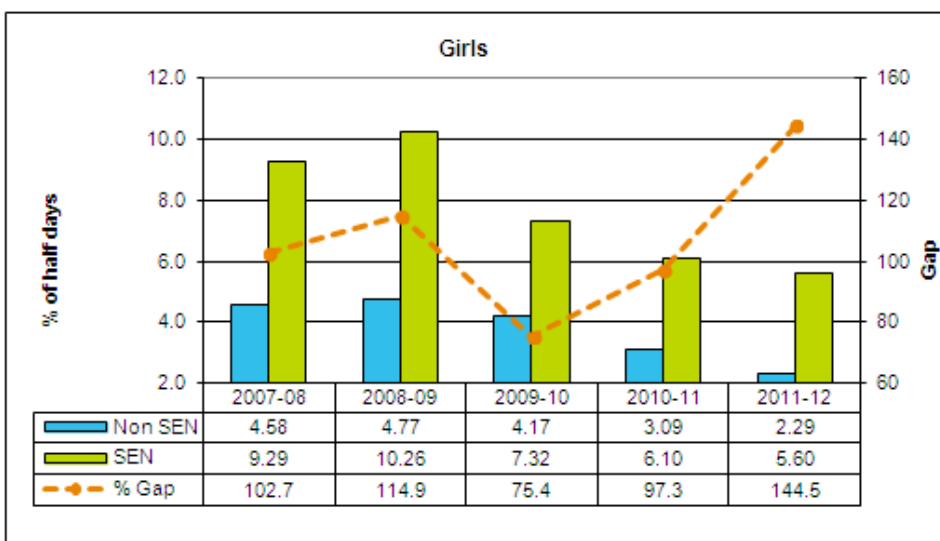
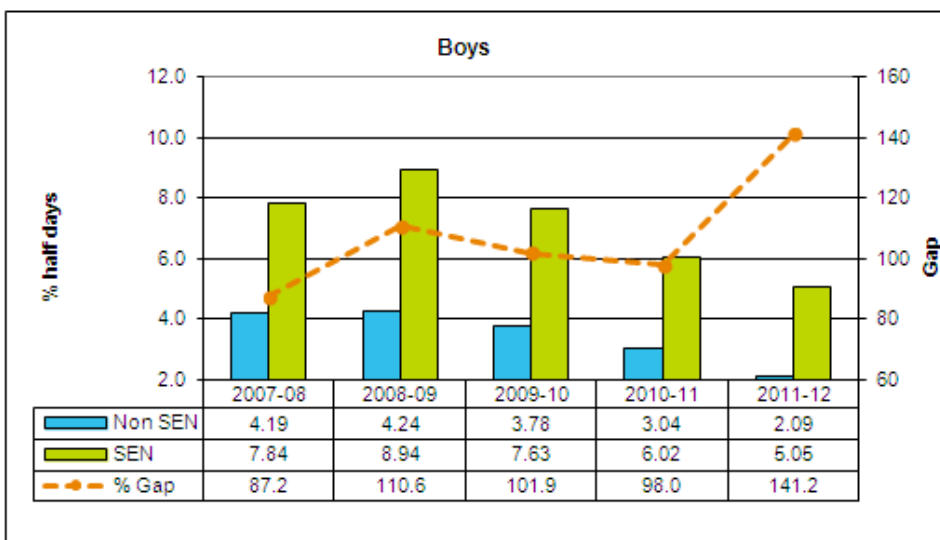
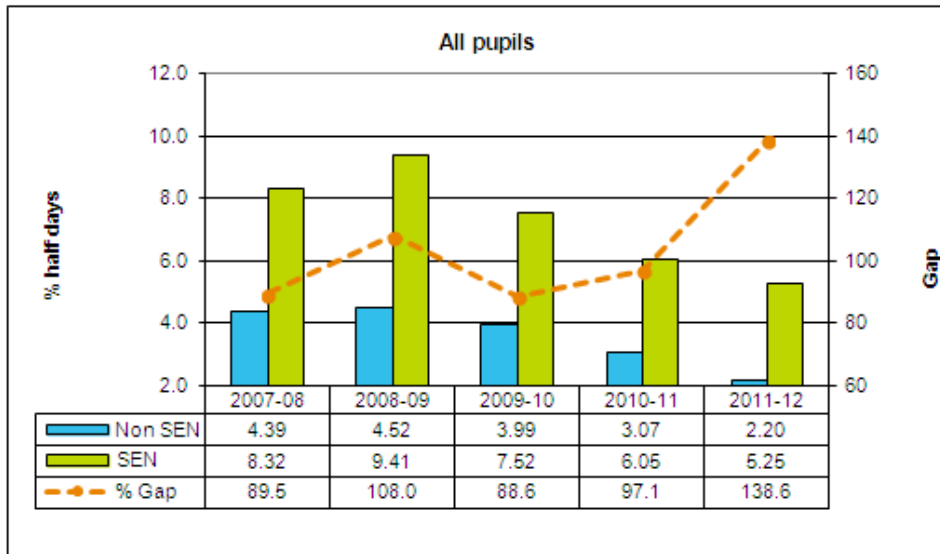
The council collects information on pupils who are persistently absent from school. This information is broken down by Gender, BME (Black Minority Ethnic), SEN (Special Educational Needs) and those claiming eligibility for FSM (Free School Meals). Persistent absence is regularly monitored to ensure any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

# **Primary School - Ethnicity BME** **HT 1 to 5 Year Persistent Absence - 2011-12**

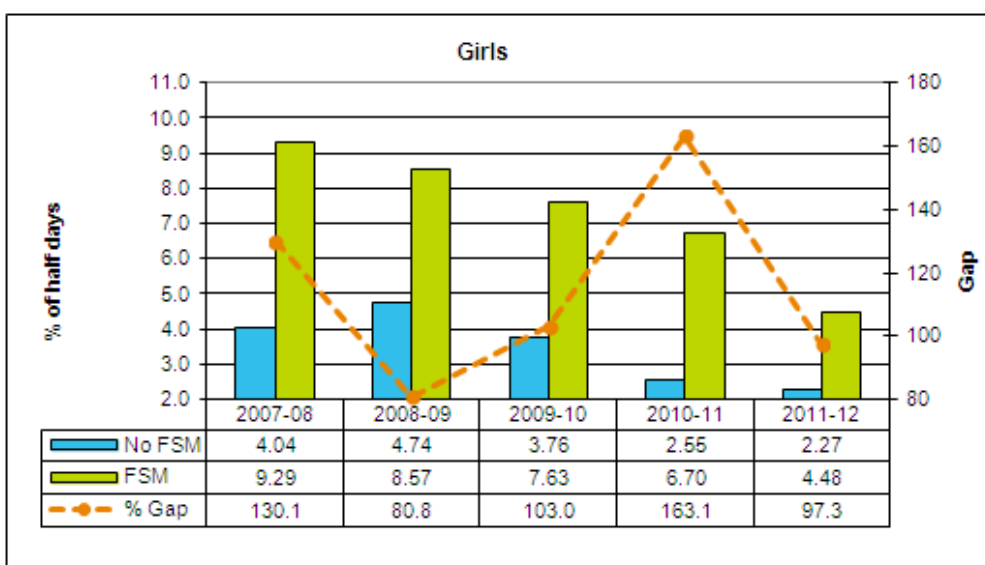
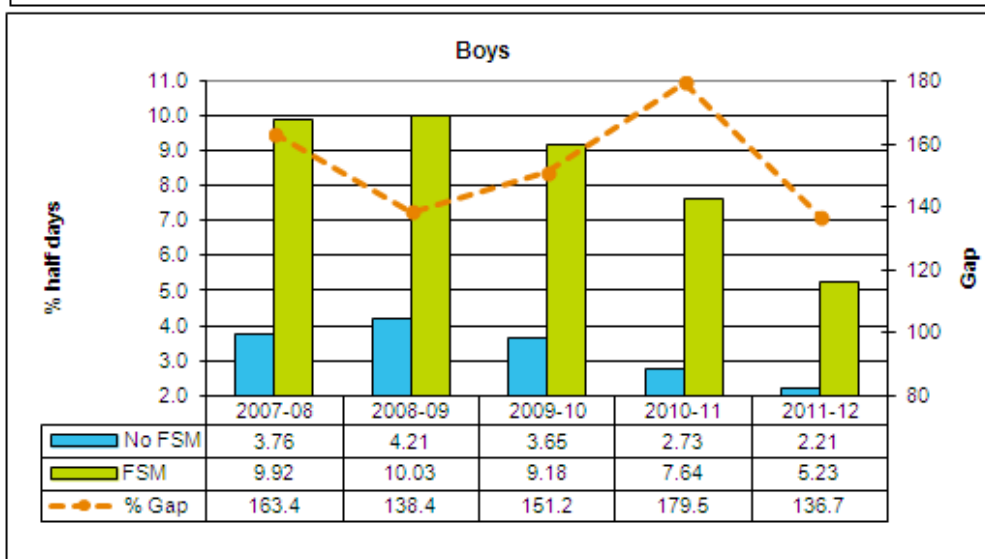
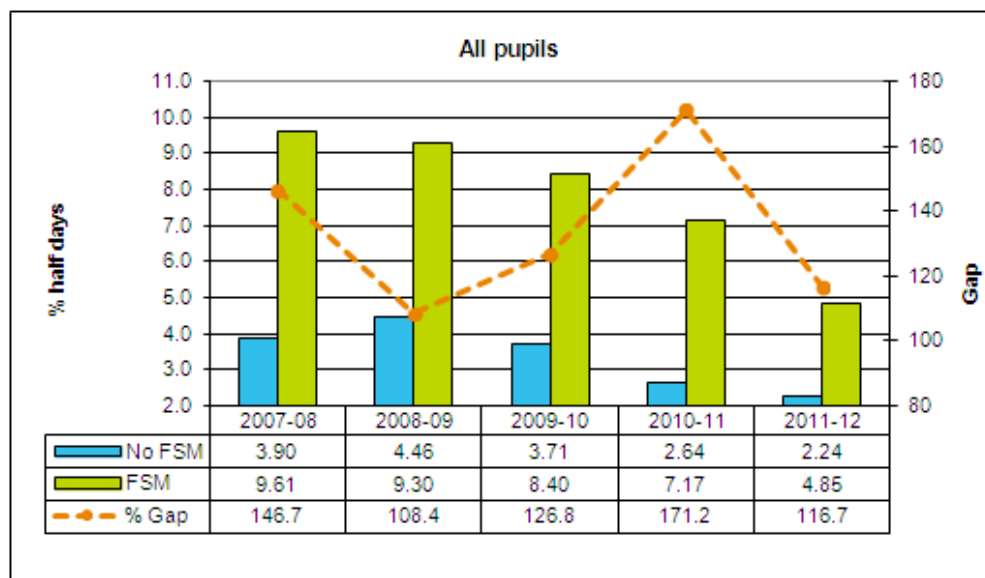




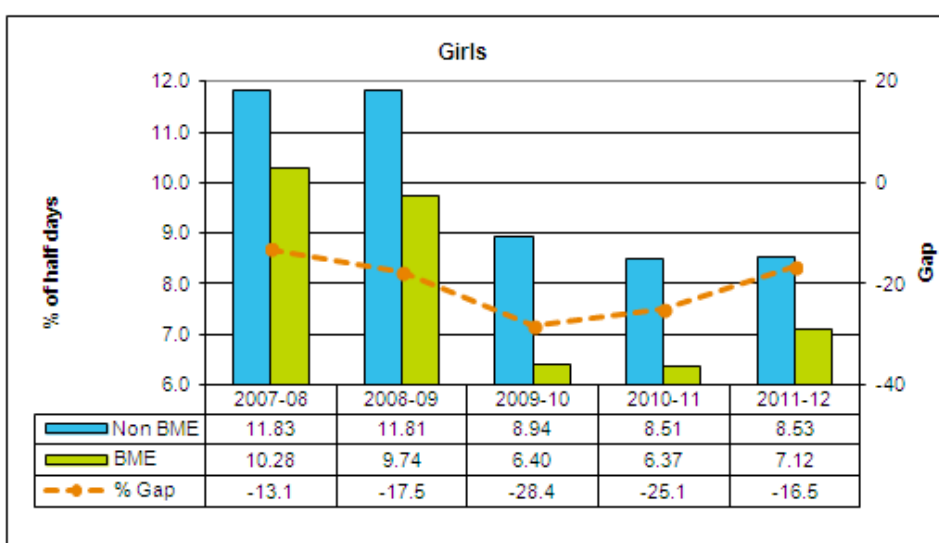
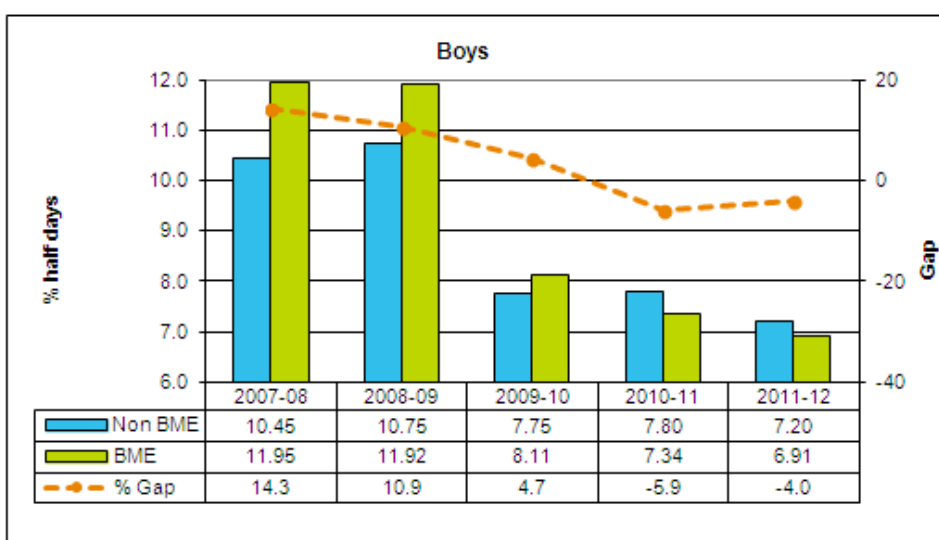
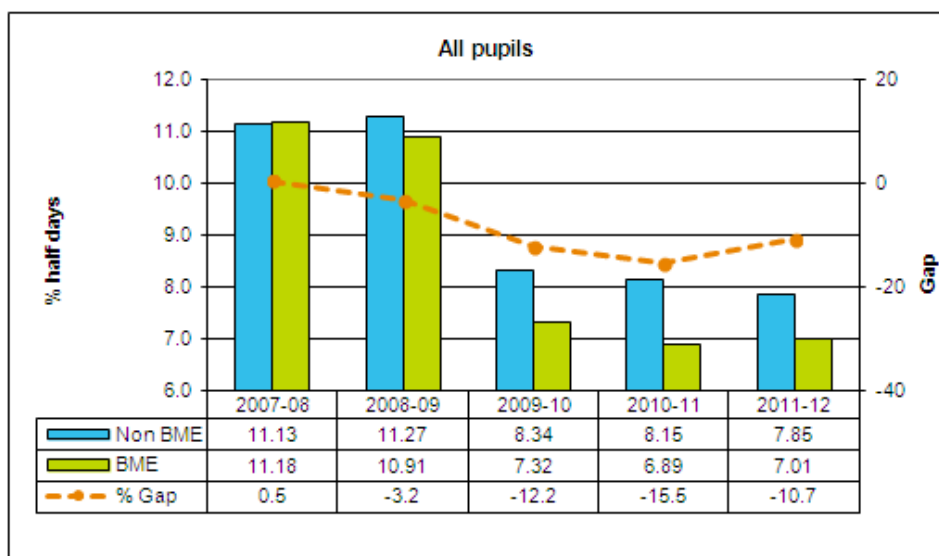
## Primary School - SEN HT 1 to 5 Year Persistent Absence - 2011-12



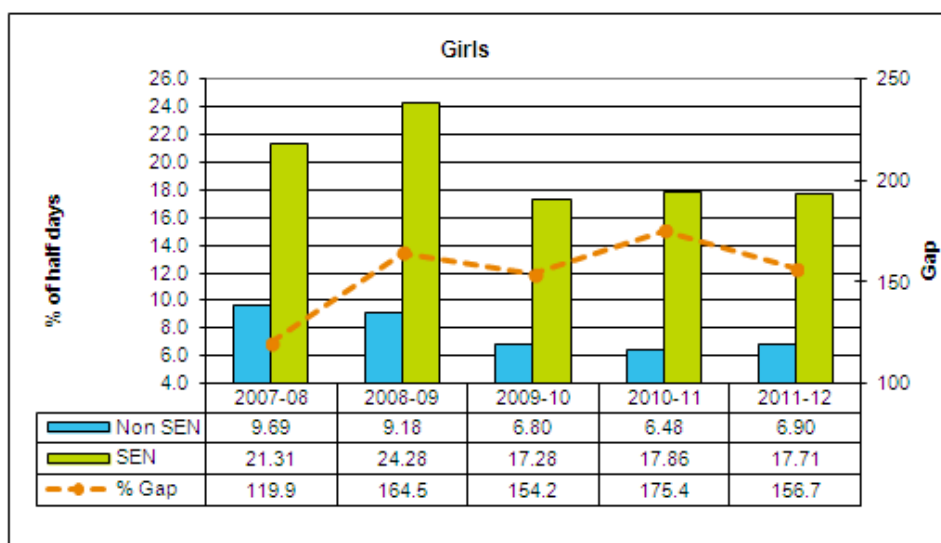
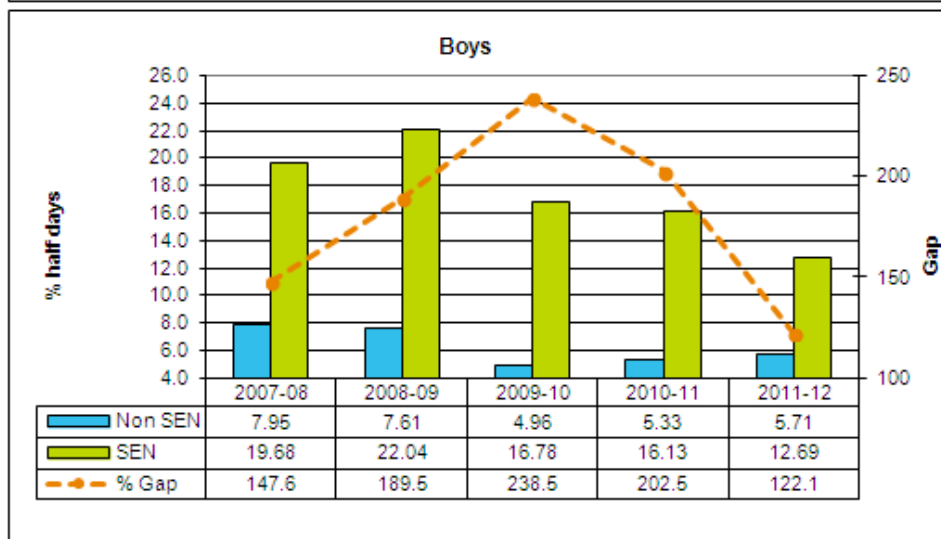
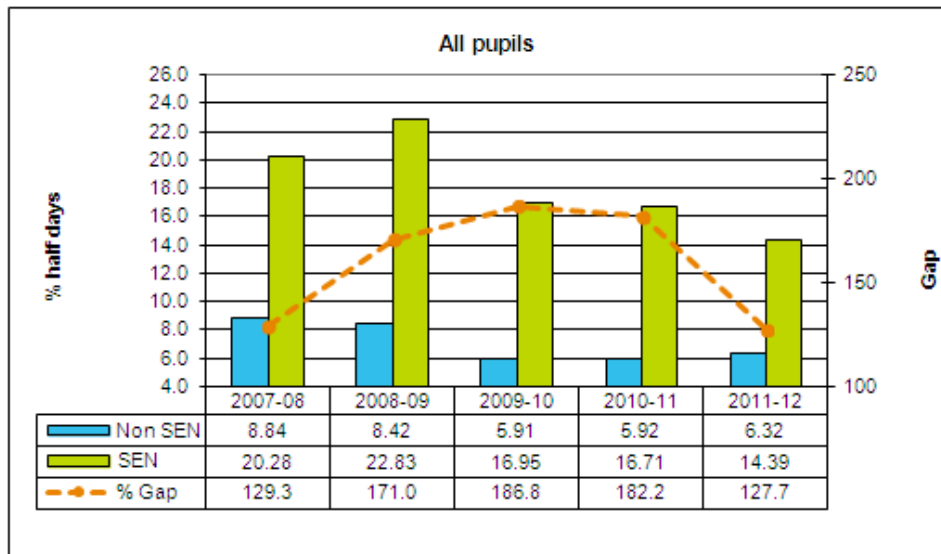
# **Primary School - FSM** **HT 1 to 5 Year Persistent Absence - 2011-12**



## Secondary School Ethnicity - BME HT 1 to 5 Year Persistent Absence - 2011-12

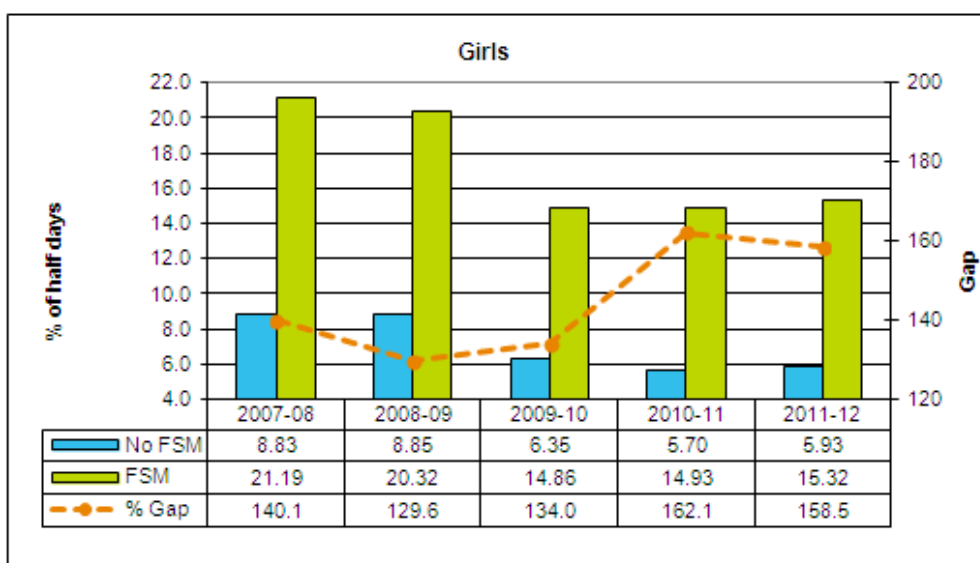
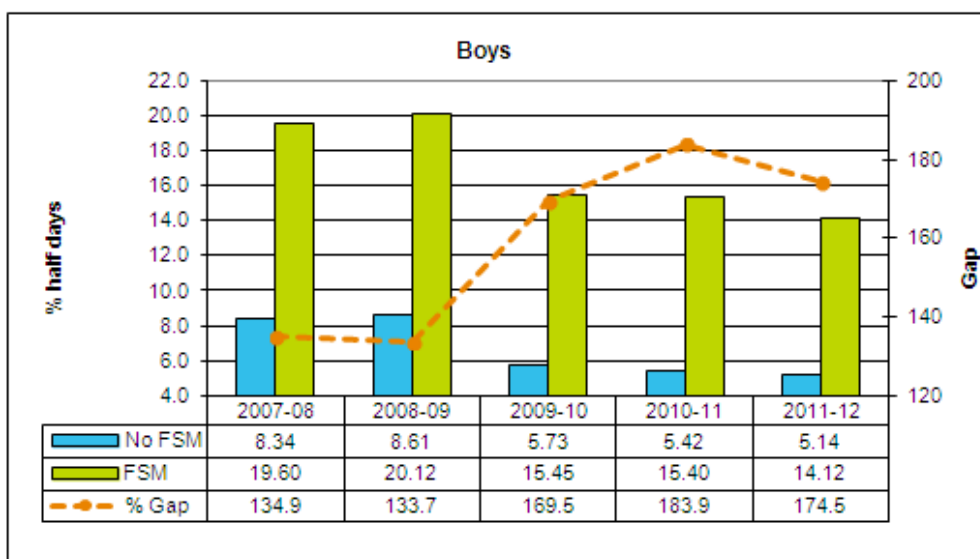
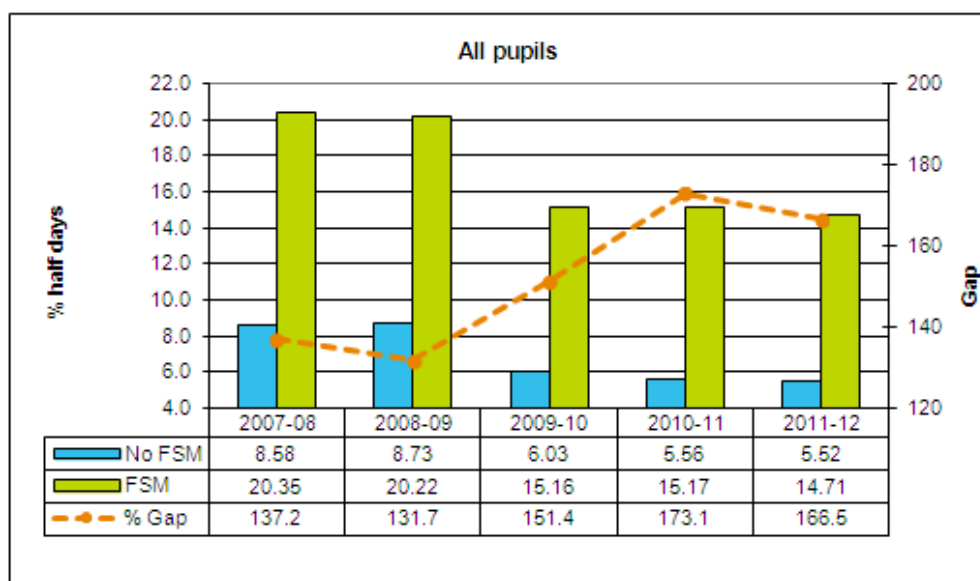


## Secondary School - SEN HT 1 to 5 Year Persistent Absence - 2011-12



## Secondary School - FSM

### HT 1 to 5 Year Persistent Absence - 2011-12



## 10. Social Fund Reform (Local Welfare Provision)

The Welfare Reform Act 2012 set out the Government's reform plans for the Social Fund. The act established a combination of new locally based provisions that replaced Community Care Grants and Crisis Loans for general living expenses. As well as a new nationally administered advance of benefit facility that will replace alignment Crisis Loans and Budgeting Loans.

The provision of Community Care Grants and Crisis Loans for living expenses ended on 31 March 2013. A new scheme called Local Welfare Provision (LWP) is now in place.

Local Welfare Provision will:

- Meet short term emergency/immediate support needs of vulnerable people
- Assist vulnerable people to establish or maintain a home in the community

The data is recorded via the Local Welfare Provision computer database and is taken from 100% of users. Please note that not every customer answered each question fully.

The following tables provide information on claims to the social fund in Oldham for the period 1<sup>st</sup> April 2013 to 31<sup>st</sup> December 2013.

### Age

Age Group	Number of customers	% of customers
16-24	359	20.93%
25-34	478	27.87%
35-44	339	19.77%
45-54	258	15.04%
55-64	107	6.24%
65-74	8	0.47%
75-84	8	0.47%
85+	0	0.00%
Not Provided	158	9.21%
<b>Total</b>	<b>1715</b>	<b>100.00%</b>

### Gender

Gender	Number of customers	% of customers
Male	866	50.50%
Female	849	49.50%
<b>Total</b>	<b>1715</b>	<b>100.00%</b>

## Ethnicity

Ethnicity	Number of customers	% of customers
Asian or Asian British – Bangladeshi	40	2.33%
Asian or Asian British – Indian	1	0.06%
Asian or Asian British – Pakistani	73	4.26%
Asian or Asian British – any other Asian background	14	0.82%
Black or Black British – African	28	1.63%
Black or Black British – Caribbean	12	0.70%
Black or Black British – any other Black background	13	0.76%
Chinese	1	0.06%
Mixed – White and Asian	6	0.35%
Mixed – White and Black African	11	0.64%
Mixed – White and Black Caribbean	28	1.63%
Mixed – any other mixed background	10	0.58%
White – British	1,102	64.26%
White – Irish	7	0.41%
White – any other White background	39	2.27%
Gypsies / travellers	2	0.12%
Arab	4	0.23%
Any other Ethnic background	57	3.32%
Not known/not provided	267	15.57%
<b>Total</b>	<b>1,715</b>	<b>100.00%</b>

## Religious Belief

Religion / Belief	Number of customers	% of customers
Buddhist	6	0.35%
Catholic	199	11.60%
Christian	449	26.18%
Hindu	1	0.06%
Jewish	1	0.06%
Muslim	157	9.15%
Sikh	-	0.00%
Other	34	1.98%
No religious belief	647	37.73%
Not provided	221	12.89%
<b>Total</b>	<b>1,715</b>	<b>100.00%</b>

## Sexual Orientation

Sexual Orientation	Number of customers	% of customers
Bisexual	17	0.99%
Heterosexual	1,438	83.85%
Gay	17	0.99%
Lesbian	18	1.05%
Not provided	225	13.12%
<b>Total</b>	<b>1,715</b>	<b>100.00%</b>

## Relationship Status

Relationship	Number of customers	% of customers
Never married / civil partner	719	41.92%
Married	104	6.06%
Same sex partnership	8	0.47%
Divorced	153	8.92%
Legally dissolved same sex partnership	-	0.00%
Separated	326	19.01%
Widowed	27	1.57%
Surviving partner from same sex partnership	5	0.29%
Not provided	373	21.75%
<b>Total</b>	<b>1,715</b>	<b>100.00%</b>

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

The service was only introduced on the 1<sup>st</sup> April 2013 and is continuously developing. The new service allows us to analyse the information to identify trends and gaps and set objectives for the next year. This is the first time that the data has been extracted and it is a developing service still in its infancy. The system used, provided by Capita, provides limited scope to improve the equality data however, equality integration will be considered at any future review.

**Data Source: Local Welfare Provision database**



## 11. Waste Services – Assisted Collections

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

We collect information about the number of collections we carry out for the protected characteristics below. As of November 2013, approximately 2,170\* assisted collections were provided every week for reasons of:

- Disability
- Age (infirmity)
- Pregnancy/maternity

*\*We can only ever approximate the number of assisted collections carried out because of the challenge in keeping the database up to date.*

This is because these are the only protected characteristics which we would consider to prevent residents from physically being able to put their container out for collection.

This information is collected from Waste Management's assisted collection database which is held both on a collection system (Mayrise) and an Excel database. The data is originally derived from individual resident requests for assisted collections which are approved by the Waste Management service.

The assisted collections represent approximately 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?**

We now include a 'tick box' section on all assisted collection application forms whereby applicants are asked if they require an assisted collection for reasons of:

- *physical disability*
- *infirmity due to old age*
- *pregnancy/maternity*
- *Other (Please give details)*

These criteria were also included when we carried out a comprehensive review of the assisted collection database in 2013. We are still in the process of collating this data and reviewing our database and as such we do not have complete information as to the breakdown by protected characteristics of our equality information. The equality information we hold at the moment in its current format is difficult to use meaningfully to improve service delivery.

However, following the publication of our equality data in January 2013, we have begun to collect data broken down by protected characteristic. We are now developing an improved system for keeping the assisted collection database much more accurate and as part of this, will develop a system to better understand the equality data we collect.

Once this is in place, we can reference this data with borough wide data to establish whether we are meeting the needs of all service users on equality grounds.

***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.

Please be aware that this section relates to the same data used in the previous Equality Data Report and an updated Elected Member profile will be collected following the election for the January 2015 report, rather than the end of the year.

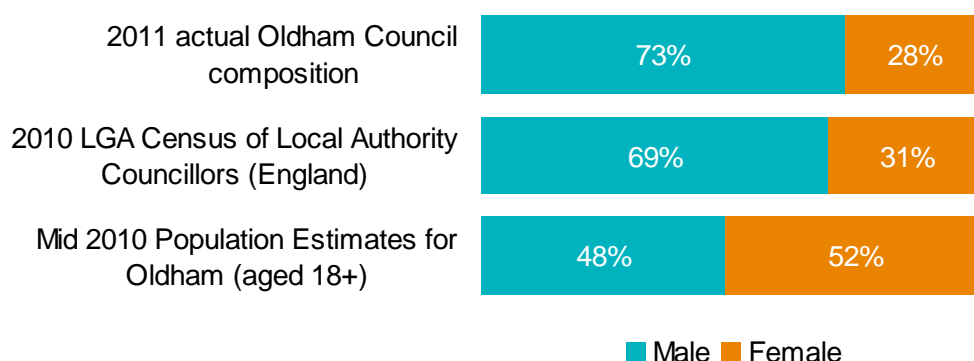
### Age and Gender

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

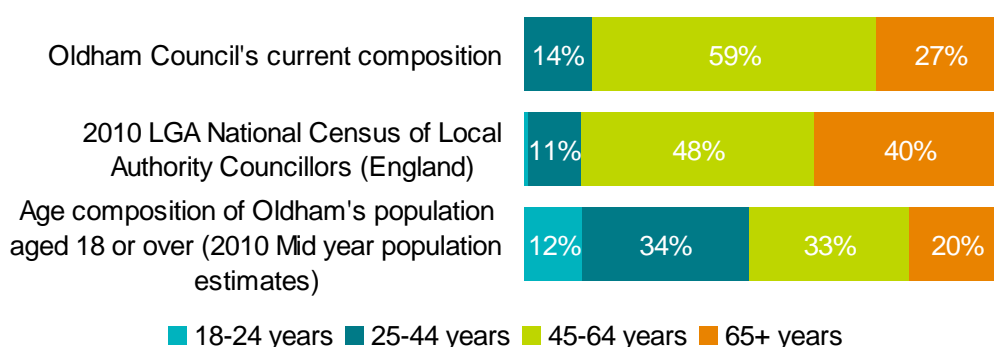
- 24% of respondents were female and 76% were male (compared with 28% and 72% respectively for the Council overall)
- 14% of respondents were aged 44 or under; 57% were aged 45-64; and 29% were aged over 65 (compared with 14%; 59%; and 27% respectively for the Council overall).

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***

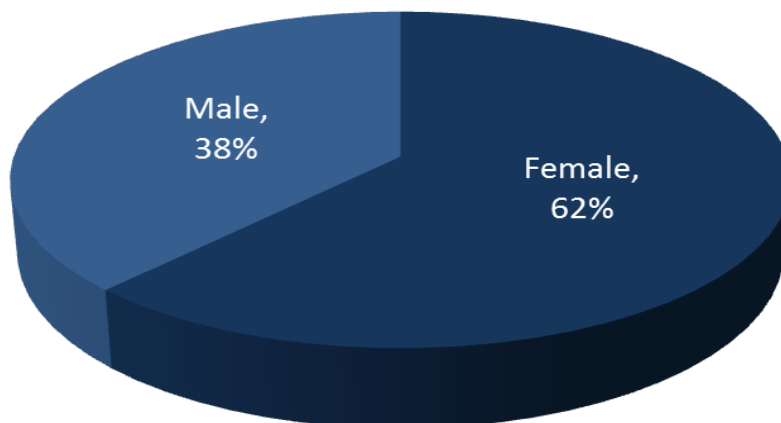
## 13. Employee Volunteering

### Employee Volunteering

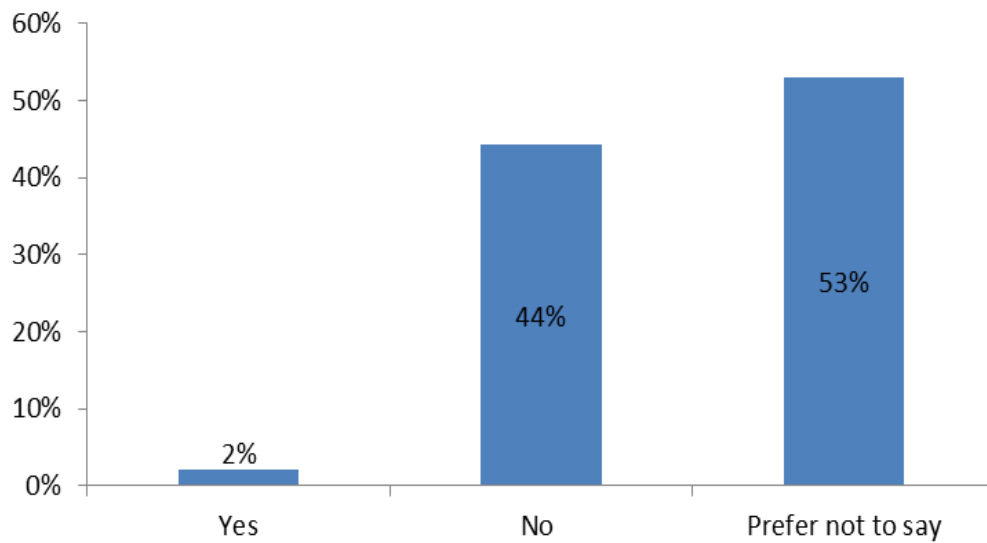
The Employer Support Volunteering (ESV) scheme was launched in 2012 and offers council employees the opportunity to volunteer within the communities of Oldham for up to 3 days in any one year period. The scheme is now in its second year with participation levels increasing. The council has set ambitious targets of 40% of employees to have volunteered during the financial year 2013/14 with this increasing to 75% the following year. Every employee has to record their volunteering activity via our HR self-service system which captures equality characteristics. The following information provides a breakdown of those who have recorded their volunteering activity during the financial year 2012/13 according to gender, disability, age and ethnicity.

As we are now using a new system to capture data, next year we will be reporting on the comparable from this year's figures.

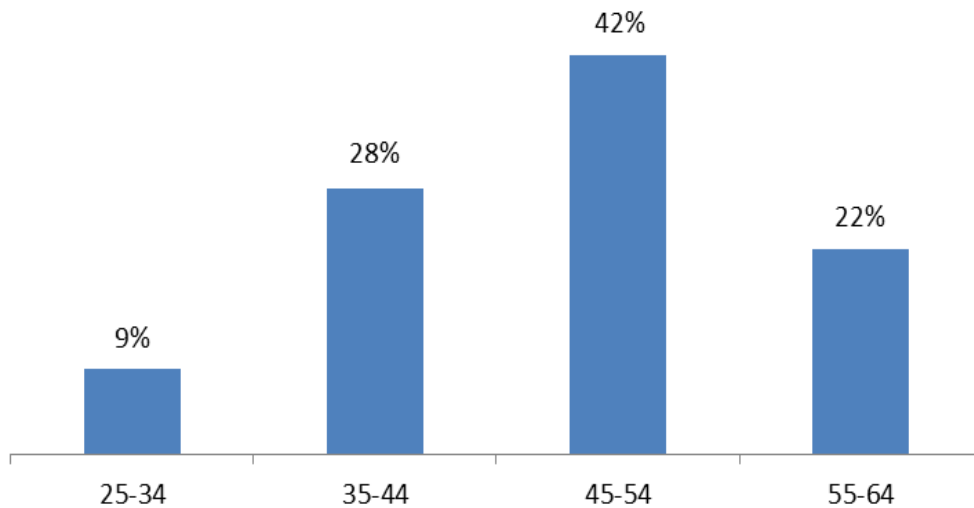
### Employee Volunteering - Gender



## Employee Volunteering - Disability

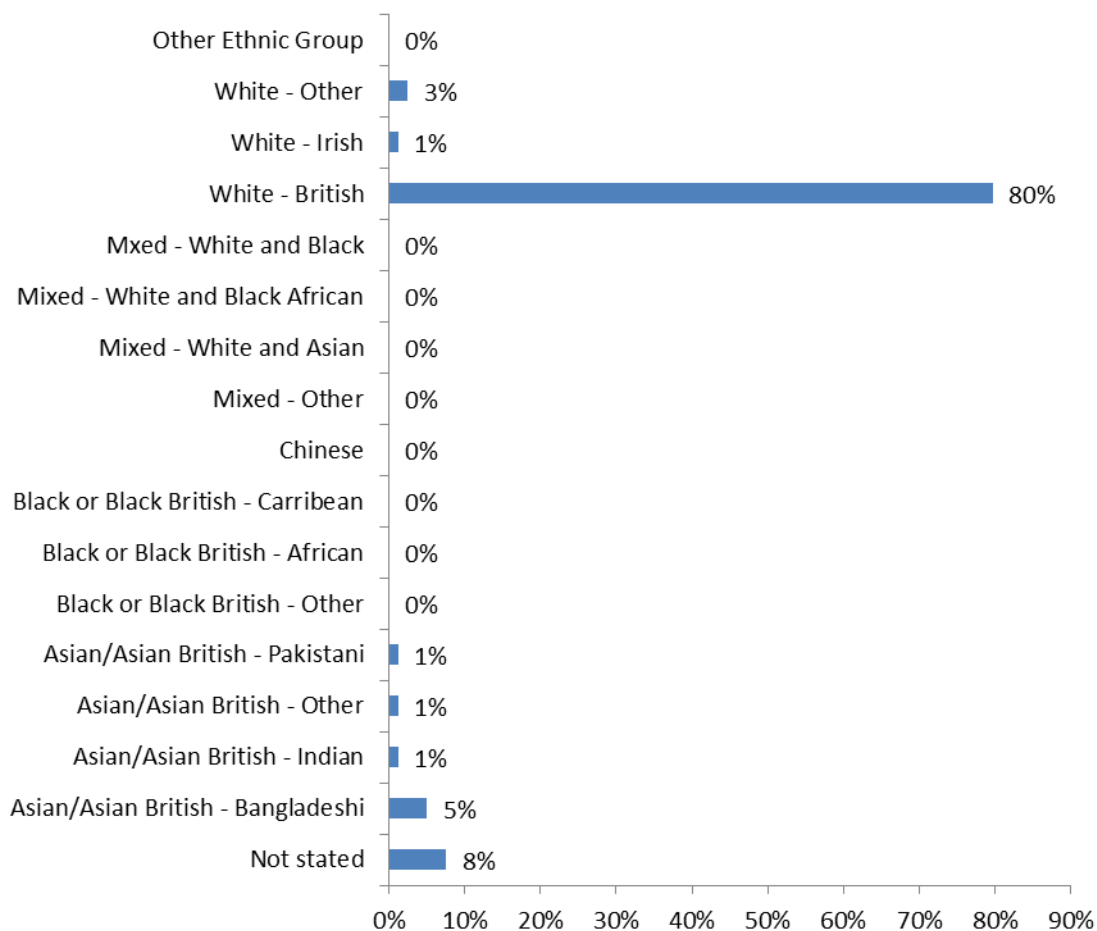


## Employee Volunteering - Age

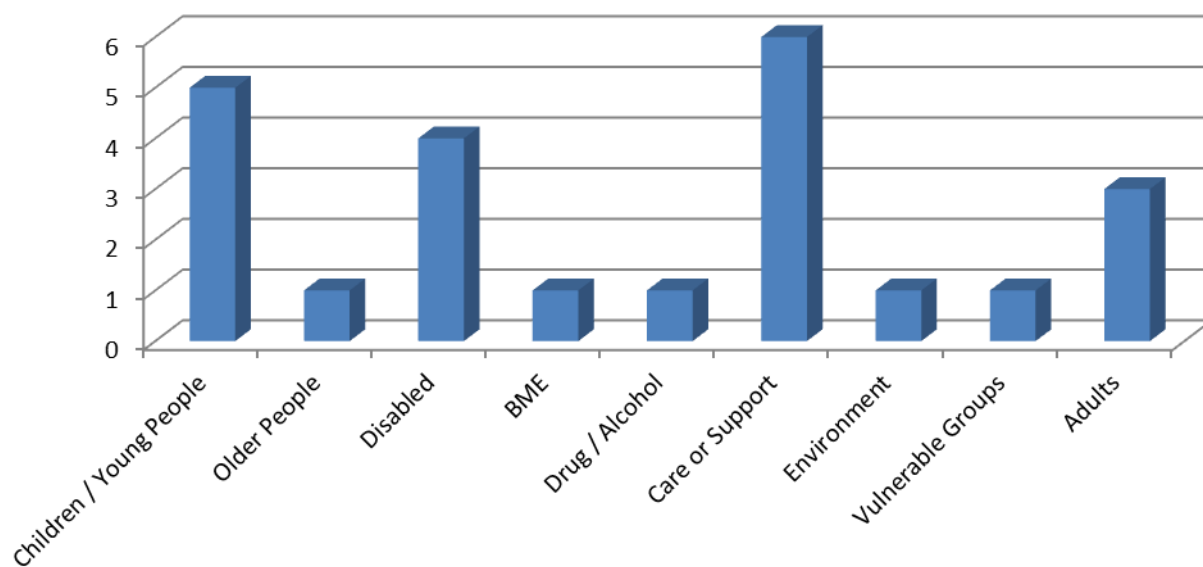




## Employee Volunteering - Ethnicity



## Client group of voluntary organisations



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

The overall evaluation of the first year of the scheme has helped to make changes and improvements going forward. For example, those employees within front line services with customer facing roles may need extra support to ensure that they are able to participate and fit volunteering around their working patterns. We have also identified where there have been gaps in our information records and moved to recording our volunteering activity via our HR system to ensure that we have an accurate and up to date record of equality information. Capturing our equality data has also allowed us to identify where we need to concentrate our efforts on increasing participation, for example with employees who may have disabilities.

We are also now capturing data about the community and voluntary organisations that provide volunteering placements. This will help inform us in the future if there are any gaps in provision on the basis of equality so that we can provide a targeted approach to future engagement.

***Original Source of data: People Services***

## 14. Discretionary Housing Payments

Discretionary Housing Payments (DHP) are awarded to claimants who have a shortfall in their Housing Benefit award and prove that there is a need to assist them financially in this way.

Equality data is only recorded where DHP has been awarded and only ethnicity details are collected at this stage as contractually agreed. The recording of this data is manual and is only for those claimants that are willing and choose to provide this information.

DHP is a small part of the benefits service so the data provided does not entirely reflect customers of the whole service. Data collection is used via the Academy IT system with ethnicity being recorded as a specific equality characteristic. Other information can be extracted from the system such as age, but some information is reliant on a household receiving appropriate benefits, e.g. maternity, disability. This is because surveys are not currently carried out specifically on DHP claimants.

The table below outlines the ethnicity data for the period 1<sup>st</sup> January 2013 to 31<sup>st</sup> December 2013.

Ethnicity	Number of Customers	% of customers
Asian or Asian British – Bangladeshi	54	3.38%
Asian or Asian British – Indian	8	0.50%
Asian or Asian British – Pakistani	60	3.75%
Asian or Asian British – any other Asian background	7	0.44%
Black or Black British – African	19	1.19%
Black or Black British – Caribbean	5	0.31%
Black or Black British – any other Black background	7	0.44%
Chinese	0	0.00%
Mixed – White and Asian	6	0.38%
Mixed – White and Black African	3	0.19%
Mixed – White and Black Caribbean	13	0.81%
Mixed – any other mixed background	6	0.38%
White – British	1034	64.67%
White – Irish	10	0.63%
White – any other White background	30	1.88%
Gypsies / travellers	14	0.88%
Arab	0	0.00%
Any other Ethnic background	12	0.75%
Not known/not provided	311	19.45%
<b>Total</b>	<b>1599</b>	<b>100.00%</b>

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

Currently, the data collected is very limited and it is difficult to ascertain the direct service improvements which can be drawn from this information. The Council is currently undergoing a customer service transformation and customers will be channel shifted to an online application “MyAccount” which should improve the process of collecting this information.

***Original Source of data: Customer Services***

## 5 Our workforce data

All of the information outlined below, relates to data taken from Quarter 2, 2013/14.

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

Ref	Description	September 2013
<b>HR P1</b>	Number of current employees	3263
<b>PI 4</b>	Leavers in the last year as a % of the average total staff	30.16%
<b>SI 7</b>	Percentage of people still in post after 12 months service	88.48%
<b>SI 10</b> BVPI 11a	Top 5% earners that are women	58.87%
BVPI 11b	Top 5% of earners from black & ethnic minority communities	2.42%
BVPI 11c	Top 5% earners who have declared a disability	0.81%
<b>SI 11</b> BVPI 16a	Percentage of LA employees who meet DDA definition as % of workforce	4.53%
<b>SI 12</b>	Percentage of staff over 50	37.33%
<b>SI 13</b> BVPI 17a	Percentage of LA employees from BME as % of workforce	9.72%

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

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

**Table: 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/Deputy Chief Executive	131	57	188	46	4	50	238	219.39	3.93
Commercial Services	212	103	315	686	106	792	1107	673.56	12.08
Commissioning	356	123	479	202	29	231	710	592.49	10.63
Neighbourhoods	167	514	681	410	117	527	1208	789.32	14.16
<b>Sub Total</b>	<b>866</b>	<b>797</b>	<b>1663</b>	<b>1344</b>	<b>256</b>	<b>1600</b>	<b>3263</b>	<b>2274.75</b>	<b>40.8</b>
School Support Staff	352	193	545	2274	154	2428	2973	1831.28	32.84
Teachers	1036	281	1317	257	8	265	1582	1466.47	26.3
<b>Sub Total</b>	<b>1388</b>	<b>474</b>	<b>1862</b>	<b>2531</b>	<b>162</b>	<b>2693</b>	<b>4555</b>	<b>3297.76</b>	<b>59.14</b>
Casual staff	3	0	3	2210	739	2949	2952	3.5	0.06
<b>Total</b>	<b>2257</b>	<b>1271</b>	<b>3528</b>	<b>6085</b>	<b>1157</b>	<b>7242</b>	<b>10770</b>	<b>5576.01</b>	<b>100</b>

## Workforce Profile – age and length of service

**Table: 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/Deputy Chief Executive	238	20	8.4	55	77	64	21	1	0
Commercial Services	1107	35	3.16	140	300	373	224	28	7
Commissioning	710	11	1.55	105	181	238	153	16	6
Neighbourhoods	1208	67	5.55	221	292	395	206	23	4
<b>Sub Total Directorates</b>	<b>3263</b>	<b>133</b>	<b>4.08</b>	<b>521</b>	<b>850</b>	<b>1070</b>	<b>604</b>	<b>68</b>	<b>17</b>
School Support Staff	2973	186	6.26	566	839	905	424	35	18
Teachers	1582	97	6.13	630	406	322	122	5	0
<b>Total</b>	<b>7818</b>	<b>416</b>	<b>5.32</b>	<b>1717</b>	<b>2095</b>	<b>2297</b>	<b>1150</b>	<b>108</b>	<b>35</b>

## Secondary indicator

Table: count of employees aged 50 or over

QPI S12 Age 50+		
Directorate Description	Department	Employee Count
Chief Executive/Deputy Chief Executive	Directorates	58
Commercial Services	Directorates	458
Commissioning	Directorates	290
Neighbourhoods	Directorates	412
<b>Sub Total Directorates</b>		<b>1218</b>
Schools	School Support Staff	926
Schools	Teachers	289
<b>Total</b>		<b>2433</b>

Total job count in directorates = 3,263

Percentage over 50 =  $1218 / 3263 * 100 = 37.33$

## Secondary Indicator

Number of people who commenced their employment in the 12 month period from 1 October 2011 to 30 September 2012 = 1215

Percentage of people that are still in post after 12 months service = 88.48 %

## Workforce profile – ethnicity

**Table: 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/Deputy Chief Executive	13	1	2	1	17	186	203	35	238
Commercial Services	43	10	3	5	61	799	860	247	1107
Commissioning	47	19	3	2	71	514	585	126	711
Neighbourhoods	73	18	8	3	102	831	933	275	1208
<b>Sub Total Directorates</b>	<b>176</b>	<b>48</b>	<b>16</b>	<b>11</b>	<b>251</b>	<b>2330</b>	<b>2581</b>	<b>683</b>	<b>3264</b>
School Support Staff	233	15	7	4	259	1935	2194	779	2973
Teachers	43	3	2	5	53	1085	1138	458	1596
<b>Total</b>	<b>452</b>	<b>66</b>	<b>25</b>	<b>20</b>	<b>563</b>	<b>5350</b>	<b>5913</b>	<b>1920</b>	<b>7833</b>

There are 251 people in directorates from black and minority ethnic communities. This equates to 9.72% of directorate staff who have recorded their ethnicity. When school based employees are included this percentage rises to 9.52%.

**Table: ethnicity – new starters’ year to date**

Directorate	Total Starters	BME	Declared Ethnicity	% age
Chief Executive/Deputy Chief Executive	23	1	16	6.25
Commercial Services	13	1	7	14.29
Commissioning	37	2	7	28.57
Neighbourhoods	55	8	27	29.63
<b>Sub Total Directorates</b>	<b>128</b>	<b>12</b>	<b>57</b>	<b>21.05</b>
School Support Staff	171	2	29	6.9
Teachers	155	0	29	0
<b>Total</b>	<b>454</b>	<b>14</b>	<b>115</b>	<b>12.17</b>

**Table: ethnicity – leavers’ year to date**

Directorate	Total Leavers	BME	Declared Ethnicity	%age
Chief Executive/Deputy Chief Executive	25	3	22	13.64
Commercial Services	58	4	52	7.69
Commissioning	478	29	418	6.94
Neighbourhoods	31	3	21	14.29
Other (leavers before restructure)	79	-	-	-
<b>Sub Total Directorates</b>	<b>671</b>	<b>39</b>	<b>513</b>	<b>7.6</b>
School Support Staff	313	55	213	25.82
Teachers	186	4	137	2.92
<b>Total</b>	<b>1170</b>	<b>98</b>	<b>863</b>	<b>11.36</b>



## Workforce profile – disability

**Table: disability by directorate**

Directorate	Current Employee Records	Provided Information	%age	Declared Disability	%age
Chief Executive/Deputy Chief Executive	238	147	61.76	5	3.4
Commercial Services	1107	447	40.38	15	3.36
Commissioning	711	320	45.01	19	5.94
Neighbourhoods	1208	521	43.13	26	4.99
<b>Sub Total Directorates</b>	<b>3264</b>	<b>1435</b>	<b>43.96</b>	<b>65</b>	<b>4.53</b>
School Support Staff	2973	1385	46.59	12	0.87
Teachers	1596	695	43.55	7	1.01
<b>Total</b>	<b>7833</b>	<b>3515</b>	<b>44.87</b>	<b>84</b>	<b>2.39</b>

**Table: disability – new starters’ year to date**

Directorate	Total	Provided Information	%age Declared	Declared Disability	%age Disabled
Chief Executive/Deputy Chief Executive	23	17	73.91	0	0
Commercial Services	13	8	61.54	0	0
Commissioning	37	11	29.73	2	18.18
Neighbourhoods	55	40	72.73	8	20
School Support Staff	171	11	6.43	0	0
Teachers	155	8	5.16	0	0
<b>Total</b>	<b>454</b>	<b>95</b>	<b>20.93</b>	<b>10</b>	<b>10.53</b>

**Table: disability – leavers’ year to date**

Directorate	Total	Provided Information	%age Declared	Declared Disability	%age Disabled
Chief Executive/Deputy Chief Executive	25	19	76	2	10.53
Commercial Services	58	27	46.55	2	7.41
Commissioning	478	130	27.2	7	5.38
Neighbourhoods	31	17	54.84	0	0
Other	79	34	43.04	4	11.76
School Support Staff	313	123	39.3	4	3.25
Teachers	186	85	45.7	0	0
<b>Total</b>	<b>1170</b>	<b>435</b>	<b>37.18</b>	<b>19</b>	<b>4.37</b>

## Workforce profile – employee pay related information

**Table: top 5% earners (secondary indicator 10)**

Directorate	Female FTE	%age	Male FTE	%age	Grand Total
Chief Executive/Deputy Chief Executive	13	61.9	8	38.1	21
Commercial Services	24	60	16	40	40
Commissioning	21	60	14	40	35
Neighbourhoods	15	53.57	13	46.43	28
<b>Grand Total</b>	<b>73</b>	<b>58.87</b>	<b>51</b>	<b>41.13</b>	<b>124</b>

### Dismissals by gender

Female	Male	Total
162	72	234

### Dismissals by age

16-24	25-34	35-44	45-54	55-64	65-70	70+	Total
6	21	58	71	67	5	6	234

### Dismissals by sexual orientation

Bisexual	Gay Man	Heterosexual	Lesbian/Gay woman	Not known	Total
0	0	37	0	197	234

### Dismissals by disability

Declared Disabled	Not known or blank	Total
6	228	234

### Dismissals by ethnicity

Asian	Black	Chinese and Other	Dual	Undeclared	White	Total
7	0	1	0	38	188	234

### Dismissals by religious belief

Buddhist	Christian	Muslim	None	Other	Sikh	Undeclared	Total
0	104	6	24	13	1	86	234

## Grievances

No of Grievances	White British	BME	Male	Female	Disabled	Non-Disabled
28	22	6	15	13	3	25

## Gender pay gap information

Grade	Number of Females	Number of Males	Average Female	Average Male	Female Pay as a % of Males
Grade 1	438	101	£14,016	£13,896	100.86%
Grade 2	290	149	£16,559	£16,394	101.01%
Grade 3	127	74	£18,178	£18,167	100.06%
Grade 4	248	149	£20,861	£20,494	101.79%
Grade 5	145	74	£23,953	£23,745	100.86%
Grade 6	170	113	£26,834	£26,893	99.78%
Grade 7	91	48	£31,018	£31,345	98.96%
Grade 8	79	37	£34,810	£34,568	100.70%
Grade 9	59	38	£38,013	£38,233	99.42%
Grade 10	23	8	£41,684	£41,810	99.70%
SM3	37	17	£45,018	£44,684	100.75%
SM2	16	12	£48,275	£48,367	99.81%
SM1	9	14	£58,730	£59,270	99.09%
Grand Total	2164	976	£22,055	£23,718	92.99%

## Sexual Orientation

Total No of Employees	Bisexual	Gay Man	Heterosexual	Lesbian / Gay woman	Prefer not to say	Unknown
7795	4	3	885	10	38	6855

## 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 249 jobs, including vacancies in schools, were advertised during the period 1 October 2012 to 30 September 2013.

### Responses by gender

Female	Male	Prefer not to say	Total
2329	1206	21	3556

### Responses by ethnicity

Asian	Black	Chinese and Other	Dual	Undeclared	White	Total
781	254	23	139	73	2286	3556

### Responses by sexual orientation

Bisexual	Gay Man	Heterosexual	Lesbian / Gay woman	Prefer not to say	Unknown	Total
36	62	3137	56	253	0	3556

### Responses by disability

Declared Disabled	None or blank	Total
267	3289	3556

### Responses by religious belief

Buddhist	Christian	Hindu	Muslim	None	Other	Undeclared	Total
19	1511	42	718	893	146	227	3556

### Responses by age

16-24	25-34	35-44	45-54	55-64	65-74	Not given	Total
833	1138	788	562	202	3	30	3556