

St Helens Borough Council Equality, Diversity & Inclusion Monitoring Report 2020/21

**Eliminating discrimination, harassment,
and victimisation**

Advancing equality of opportunity

**Fostering good relations between people
within a diverse community**



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EXECUTIVE SUMMARY

St. Helens Borough Council publishes an Equality, Diversity & Inclusion (EDI) Monitoring Report annually. The EDI Report demonstrates the council's compliance with the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017, which requires public bodies to set measurable equality objectives and publish information about their equality performance annually.

In March 2021, the Council committed to establish a new EDI Strategy with the objective to work together with staff, partners, and community stakeholders to implement duties of equality legislation, disseminate good practice, and ensure the workforce is supported to deliver accessible, safe and inclusive services to our diverse community.

In May 2021, the Council published its Race Equality Declaration of Intent as the race equality strand of the EDI Strategy. The Declaration of Intent included the following Measurable Equality Objective "To set targets for BAME staff representation informed by 2021 Census and best employment and labour market data and publish information against those targets annually."

The Equality Monitoring Report 2020-21 identifies the following key outcomes:

Performance Indicator	Target	Outturn	Comment
CS-13 - Percentage of the top 5% of earners that are women.	50%	56.29%	A decrease from the outturn for 2019/20, which was 61.63%.
CS-14 - Percentage of top 5% of earners from black and minority ethnic communities.	2.5%	3.31%	Improvement from the outturn for 2019/20, which was 2.45%.
CS-15 - Percentage of the top paid 5% of staff who have a disability.	4.4%	1.32%	The low outturn for 2020/21 is due to a revision in data collection methodology
CS-16 - Percentage of authority employees declaring that they meet the Equality Act 2010 definition of disability.	4.1%	4.85%	Improvement from the outturn for 2019/20, which was 4.09%.
CS-17 - Percentage of authority employees from minority ethnic communities as a percentage of the total workforce (including school-based staff).	1.45%	1.48%	Improvement from the outturn for 2019/20, which was 1.39%.

Gender Pay Policy Statement Summary – March 2021

Gender Pay Indicator	Women	Men	Pay Gap	Comment
The median (middle) hourly rate across the Council.	£10.97	£10.97	0%	This outcome has been maintained for the previous 2 years.
The mean (average) hourly rate across the Council.	£13.01	£13.67	4.8%	A reduction from last year's mean gender pay gap of 6%

INTRODUCTION

St. Helens Borough Council publishes an annual Equality Monitoring Report to provide the evidence required to demonstrate compliance with the duties of the Equality Act 2010.

Equality Act 2010, Public Sector Duty

The Public Sector Duty of the Equality Act 2010 requires public bodies, in the exercise of their functions and decisions, to have due regard to the need to:

- Eliminate discrimination, harassment, and victimisation
- Advance equality of opportunity between persons who share a protected characteristic and persons who do not share it
- Foster good relations between persons who share a protected characteristic and persons who do not share it.

This means that public bodies must use appropriate information and carry out sufficient analysis to assess the impact that their decisions, policies, service, and contract delivery arrangements will have on people with characteristics protected under the Act. Public bodies must ensure that appropriate steps are taken to address or justify any adverse impact identified.

The Equality Act 2010 identifies nine protected characteristics. They are as follows:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race (ethnicity)
- Religion
- Sex
- Sexual orientation

St Helens Borough Council uses its equality impact assessments tool to assess the equality, diversity and inclusion implication of decisions, policies, service, and contract delivery arrangements, and inform improvements or mitigations. The council also uses monitoring with equality profiles, where appropriate to advance equality of opportunity in access, quality, and outcome within service delivery, customer satisfaction, and employment.

Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017

The Specific Public Sector Equality Duty requires public bodies to set measurable equality objectives and to publish information about their performance on equality annually.

Measurable Equality Objectives

The Council has established a new EDI Strategy Group “to work together, with staff, partners, and community stakeholders to implement duties of equality legislation, disseminate good practice, and ensure the workforce is supported to deliver accessible, safe, and inclusive services to our diverse community.”

The EDI Strategy Group will develop a new Council Equality, Diversity, and Inclusion (EDI) Strategy, which will set a series of measurable equality objective and action plans through which to achieve them

Together with the Council’s Black, Asian, and Minority Ethnic (BAME) Staff Group, the council has already development the Race Equality strand of the EDI Strategy, as set out in its Race Equality Declaration of Intent, published in May 2021.

This includes the Measurable Employment Race Equality Objective “To set targets for BAME staff representation informed by 2021 Census and best employment and labour market data and publish information against those targets annually.”

NB for progress against race equality employment targets please see the Workforce Equality Monitoring section page 13.

Demonstrating compliance with the Public Sector Duty of the Equality Act 2010

The Annual EDI Monitoring Report is the publication in which St. Helens Council sets out how it complies across its functions with the duties in the Equality Act 2010. It presents a profile of the following areas:

- Service Accessibility
- Satisfaction and Complaints
- Promoting Equality, Diversity, and Inclusion
- Workforce Equality Monitoring

Monitoring the Public Sector Duty

This monitoring report focuses on three simple questions that measure equality of opportunity – this can be in employment, service deliver, or receiving of information

Can I get in? – equality of access

Will I be treated with respect as an individual? – equality of quality

Will the answer or result be based on merit? – equality of outcome

Linking it all to the Council’s Borough Strategy

The Council’s developing EDI Strategy supports the wider St Helens Borough Strategy vision of ***“Working together for a better borough, with people at the heart of everything we do by improving people’s lives together and creating distinct, attractive, healthy, safe, inclusive, and accessible places in which to live, work, visit and invest.”***

The Equality Monitoring Report demonstrates a direct contribution to the achievement of the Borough Strategy priority to "Be A Responsible Council".

Responsible Council Objectives that link directly to Equality Diversity and Inclusion

1. Communicate, listen, engage, and work in partnership well with our residents, communities, local organisations, and partners recognising the strengths and skills in our community
2. Invest in developing the strengths and skills of our workforce and elected members
3. Embrace innovative ways of working to improve service delivery and the operations of the council
4. Meet our community's needs by delivering accessible and responsive services

The Borough Strategy lists measures of success that the Council will use to demonstrate it has achieved its objectives under the priority 'Be A Responsible Council'. These measures of success are set out below under their relevant equality of opportunity headings – access, quality, and outcome.

Responsible Council Measure of Success that advance Equality of Access

- We communicate positive messages and behaviours that increase community resilience
- Increased use of modern technology to support customers and communities
- We increase training and development opportunities for our workforce and elected members
- More services delivered in localities, based on where and how customers need them

Responsible Council Measure of Success that advance Equality of Quality

- We promote our borough to create improved feelings and pride in the area
- Our workforce is agile, skilled, and motivated
- Our shared values and behaviours promote a positive work culture
- Levels of customer satisfaction is high

Responsible Council Measure of Success that advance Equality of Outcome

- There is growing trust and confidence in the council
- The health and well-being of our workforce is well supported
- Increased customer engagement with digital and online services
- We respond to residents and communities' concerns in a prompt manner

SERVICE ACCESSIBILITY

Borough Strategy Outcome - Meet our community's needs by delivering accessible and responsive services

Borough Strategy Measure of Success - We respond to residents and communities' concerns in a prompt manner

EASE OF ACCESS, UNDERSTANDING, AND USE

The Corporate Customer Care and Accessibility Policy sets out the Council's approach to ensuring high quality, accessible, services that meet the needs and expectations of residents and service users. This policy outlines the key standards for customer contact and how they will be delivered.

Equality Access is taken into account in the Equality Impact Assessment process which looks at reasonable adjustments, access to translation and interpretation etc. to ensure services and information are accessible in relation to the nine protected characteristics (age, sex, gender reassignment, disability, race, sexual orientation, religion, marriage and civil partnership, and pregnancy and maternity) and other relevant areas such as carers, lone parents, people with autism, and people disadvantaged by deprivation.

Actions to address 'access' issues identified through Equality Impact Assessment are integrated into appropriate improvement plans.

The Council has several officers with a "disability access" remit within the following service areas: Asset Management, Architects, Building Control, Building Surveyors, and Engineering. These staff ensure fair access for all by incorporating:

- (i) the Equalities Act 2010 access and reasonable adjustment duties,
- (ii) current Building Regulations, and
- (iii) associated best practice, within all projects and services.

Physical Access and Accessible Information

- In response to the pandemic, many services could only be delivered through digital means. Staff and service users have learned together new ways to ensure that services remain accessible.
- Video interpretation was introduced as a new option to our usual Language Service provision. Our web page language translation option, along with the use of telephone interpreting, and the provision of information in alternative formats, helped to ensure equality access to digital services and information.
- Face-to-Face service provision is informed by our Health and Safety / Public Health COVID-19 risk assessment, which includes mitigations against the impact of additional vulnerabilities arising from race, age, pregnancy, gender, disability, and autism.
- Venues and buildings used to deliver council services are assessed for accessibility, including parking, wheelchair access, accessible toilets, accessible signage, etc.
- Reasonable adjustments continue to be provided for individual disabled service users.
- Staff continue to receive regular training on equality and inclusion to help them meet the needs of our diverse community.

SATISFACTION AND COMPLAINTS

Annual Customer Satisfaction Survey 2021

A survey of customers who have contacted the council to ask for a service, to identify (i) how easy it was to contact the council, and (ii) once referred to the correct service, how happy they were with the overall service they received.

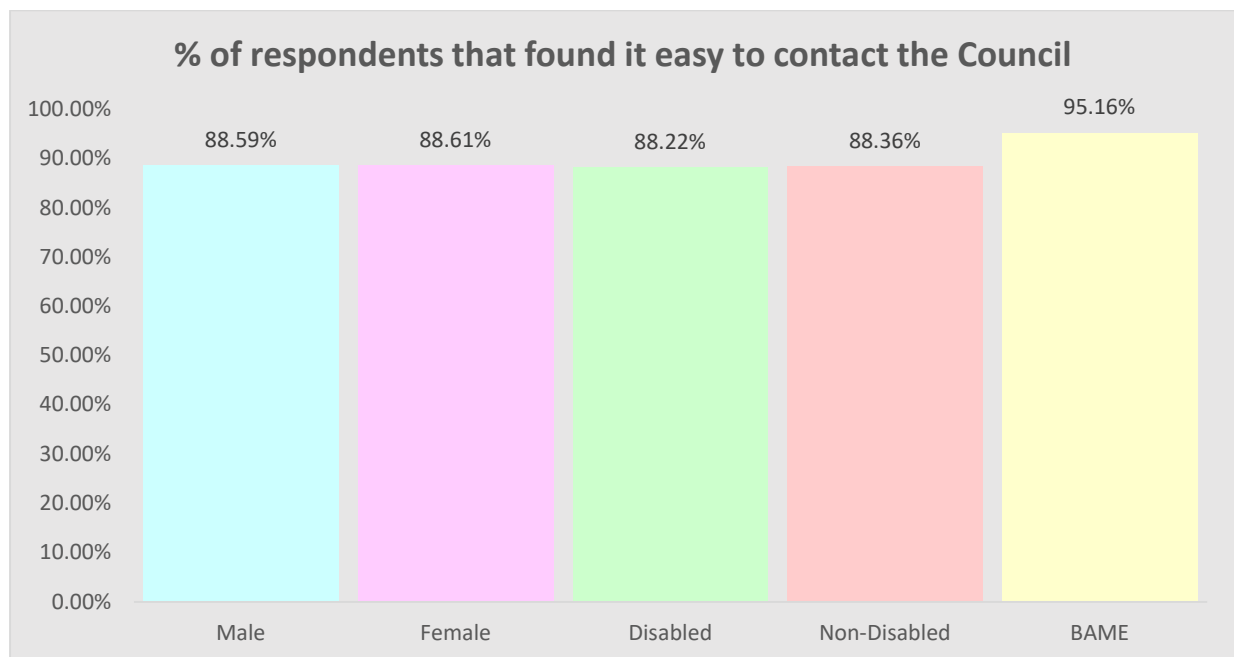
The survey covered 2,186 respondents – not all respondents shared their equality profiles

- Female respondents: 1036 (47%)
- Male respondents: 1008 (46%)
- Disabled respondents: 365 (17%)
- BAME respondents: 62 (3%)

Borough Strategy Outcome - Meet our community's needs by delivering accessible and responsive services

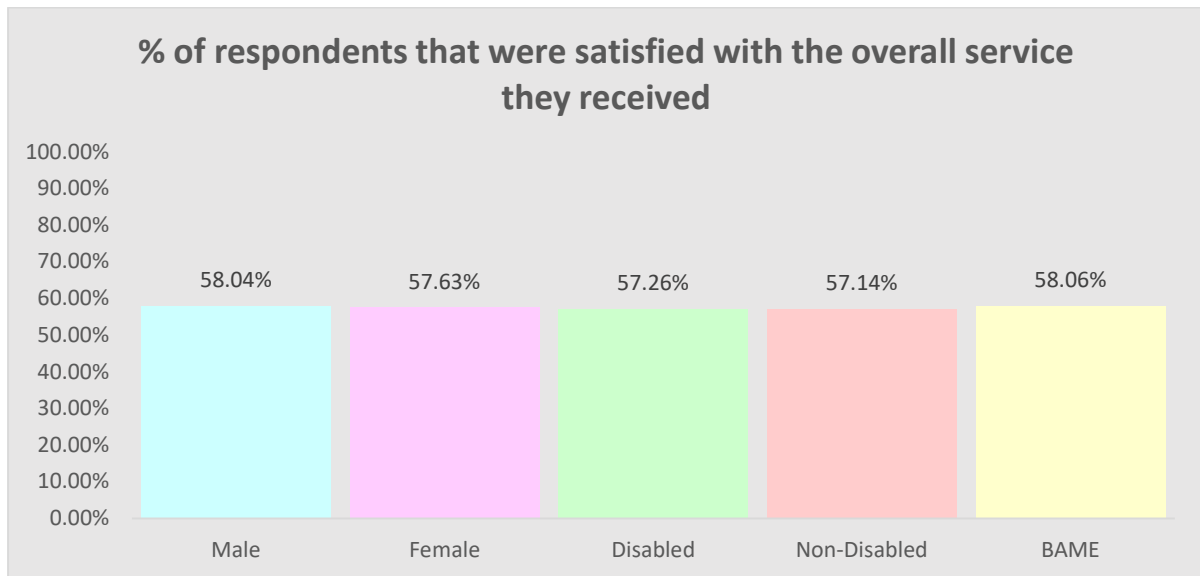
Borough Strategy Measure of Success -Levels of customer satisfaction is high

Equality of Access - % of respondents that found it easy to contact the Council



With an average of 88.5% of respondents stating they found it easy to contact the council, the graph shows that percentage of respondents was equitable across the different equality profiles of sex, disability, and race. The level of 'customer satisfaction with the ease of accessibility' is high.

Equality of Outcome – % of respondents that were satisfied with the overall service they received.



With an average of 57.8% of respondents stating that they were satisfied with the overall service they received from the council, the graph shows that percentage of respondents was equitable across the different equality profiles of sex, disability, and race. However, the moderate levels of satisfaction across council will be taken up under the Borough Strategy improvement plan.

Borough Strategy Objective - Meet our community’s needs by delivering accessible and responsive services

Borough Strategy Measure of Success - Levels of customer satisfaction is high

Adults Social Services Complaints Report

The Integrated Health and Social Care Department produce an Annual Social Care Complaint Report, which include a section on the equality analysis of complaints. The 2020-21 report showed no evidence to indicate that any complaints were linked directly or indirectly to the prohibited conduct of discrimination, harassment, or victimisation.

Children’s Social Services Complaint Report

The Children and Young Peoples Services Department produce an Annual Children’s Social Care Complaint Report, which include a section on the equality analysis of complaints. The 2020-21 report showed one complaint of disability discrimination, which went through to the Local Government Ombudsman, who made the finding of “maladministration, no injustice”. The finding stated, “there was fault, but it did not cause significant injustice to [the complainant]”. As an outcome of the complaint, the council was directed to “ensure it makes any agreed reasonable adjustments and that an adequate record is kept.”

PROMOTING EQUALITY, DIVERSITY, AND INCLUSION

Borough Strategy Objective - Communicate, listen, engage, and work in partnership well with our residents, communities, local organisations, and partners recognising the strengths and skills in our community

Borough Strategy Measures of Success –

- We promote our borough to create improved perceptions and pride in the area
- We communicate positive messages and behaviours that increase community resilience

THE COUNCIL'S RESPONSE TO THE MURDER OF GEORGE FLOYD – June 2020

“We have all witnessed the rightful anger and sadness shaking the world over the death of George Floyd, which has led to protests in the US and here in the UK too. We can't pretend racism is not a problem here and we all need to be mindful of the positive differences we can make to tackle it. As an organisation and the biggest public service in the borough, we can play a vital role in making St Helens Borough a happy and safe place to live and work.”
On Councillor David Baines, the Leader of St Helens Borough Council 23 of June 2020

Along with this press release, residents were encouraged to show their support by signing the #BetterThanThat campaign against hate crime and making a commitment to Race Equality.



SREBRENICA 25 MEMORIAL – July 2020

On the 11 July, the Steve Prescott Bridge was lit in white and green, the colours of the UK charity Remembering Srebrenica, to mark the 25th anniversary of the genocide of more than 8,000 mostly Serbian Muslim men and boys.

St Helens residents were encouraged to tweet and share social media messages, including #Srebrenica25, and to commit to standing against discrimination of every kind by making an online pledge at www.safersthelens.org.uk/noplace4h8

VIRTUAL PRIDE – July 2020

Undaunted by the impact of the pandemic St Helens Council’s #BetterThanThat campaign supported the Borough’s second Pride Festival - a special programme of entertainment to celebrate and call for LGBTQI+ equality. The event featured online song and dance performances. The Pride flag was flown above St Helens Town Hall and in the evening the Steve Prescott Bridge was lit in the rainbow colours in honour of our LGBTQI+ communities.

<https://www.sthelens.gov.uk/news/2020/july/09/virtual-pride-event-to-take-place-through-social-media-this-weekend/>



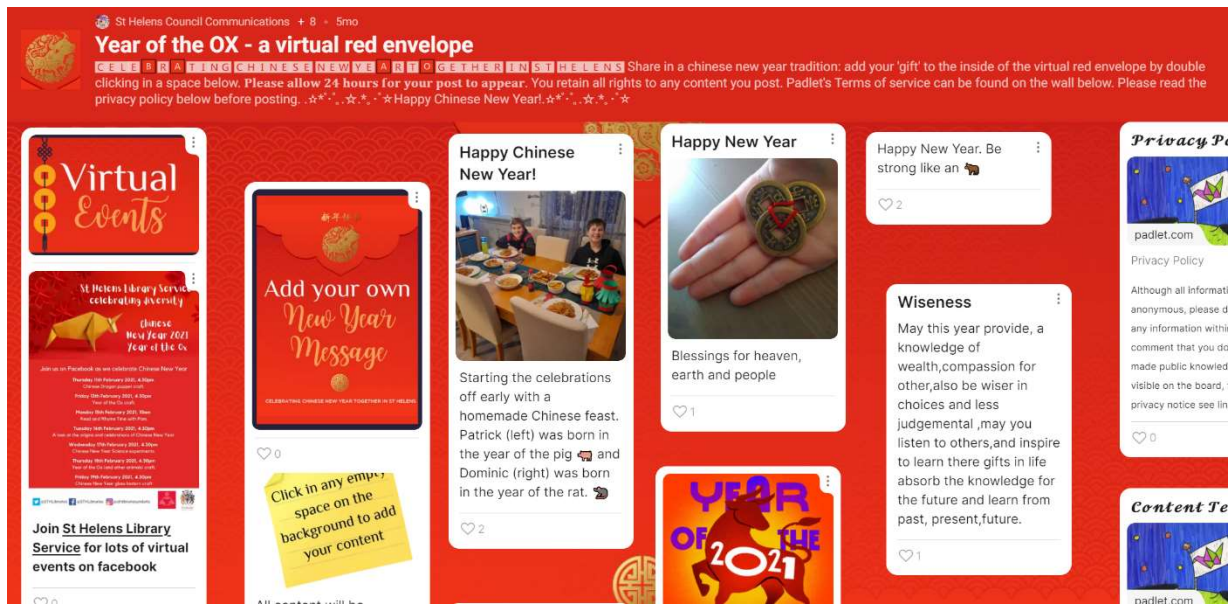
HOMOTOPIA – November 2020

Two projects, commissioned by St Helens Borough Council’s Arts in Libraries team, featured at Liverpool Homotopia LGBTQI+ arts and culture festival.

‘Pattern of Play’ by NW artist Millie Chesters - a series of images to celebrate St Helens female footballing legend, Lilly Parr, known for her powerful kick and strong personality. Lily was also open about being lesbian long before the UK’s decriminalisation of homosexuality and carried on playing football despite the FA’s 1921 ruling against women playing on affiliated grounds in the UK.

‘4:3’ a free-to-watch video by local artist Amy Pennington – which explores what it was like growing up queer in the 1990’s when 4:3 was the standard TV ratio - commissioned in collaboration with St Helens Arts group Heart of Glass.





CELEBRATING CHINESE NEW YEAR AT HOME – February 2021

To celebrate the Year of the Ox, St Helens Library Service and Safer Community Team promoted a series of online activities and events - starting on New Year's Day, Thursday 11th Feb and running through the following half term week. Activities included; Paper Craft, Chinese New Year themed Read & Rhyme Time and the Chinese New Year legend. The Year of the Ox - virtual Red Envelope community page through which the residents could send a 'gift' of a message or photo to loved ones as a symbol of good luck

<https://www.sthelens.gov.uk/community-living/community-safety/chinese-new-year/>



The Queer Art of Survival – March 2021

On 25th March 2021 St Helens Borough Council's library service in partnership with Homotopia presented 'The Queer Art of Survival' an open, accessible, online conversation, where everyone is welcome to talk about identity, community, sustainability – and drag.

The event was hosted by drag artists and local queer community activists, Pretentious Dross and Auntie Climax who shared extracts from their art projects, whilst working together with the audience, to create a roadmap to the future, setting out how people can take better care for themselves, others, our communities, and the planet.

<https://www.sthelens.gov.uk/news/2021/march/19/st-helens-library-service-presents-fabulous-free-drag-artist-event/>

WORKFORCE EQUALITY MONITORING

Borough Strategy Objective - Invest in developing the strengths and skills of our workforce

Measure of Success – Our shared values and behaviours promote a positive work culture

As a major employer and provider of services, St. Helens Borough Council promotes equality of opportunity in recruitment and employment. The Council's policy is to ensure that no job applicant or employee receives less favourable treatment on the grounds of the characteristics protected by the Equality Act 2010. The council also ensures that people are not disadvantaged by conditions or requirements which cannot be shown to be justifiable. All disciplinary, disciplinary and capability cases are monitored to ensure that investigations and proceedings are free from any discriminatory practices.

St. Helens Borough Council promotes a welcoming environment where individual dignity is respected. When necessary, the Council will take action to ensure that unwanted behaviour linked to the protected characteristics of the Equality Act 2010 is challenged and where necessary sanctions are used to support the duty to eliminate discrimination, harassment and victimisation from the workplace.

The Council maintains a baby welcome policy, makes reasonable adjustments to remove barriers affecting disabled employees, has developed gender reassignment guidelines, and all reviews of employment policies and procedures are informed by equality impact assessments.

Where a disabled employee, or an employee from a black or minority ethnicity, leaves employment, their termination is investigated to ensure that it did not arise as a result of harassment, victimisation or discriminatory practice.

The Council has established a new EDI Strategy Group "to work together, with staff, partners, and community stakeholders to implement duties of equality legislation, disseminate good practice, and ensure the workforce is supported to deliver accessible, safe, and inclusive services to our diverse community."

Through engagement with the Council Staff EDI Network, the Council is co-designing a new Equality, Diversity, and Inclusion (EDI) Employment Strategy. This will include measurable equality employment objectives to improve representation of diversity across the council's workforce. The developing EDI Strategy will set out a targeted action plan to achieve these objectives and the outcomes will be reported in future Annual Equality Monitoring Reports.

Together with the Council's Black, Asian, and Minority Ethnic (BAME) Staff Group, the council has already co-created the Race Equality strand of the EDI Strategy. This was set out in the Council's Race Equality Declaration of Intent published in May 2021

This includes the Measurable Employment Race Equality Objective "To set targets for BAME staff representation informed by 2021 Census and best employment and labour market data and publish information against those targets annually."

WORKFORCE GENDER EQUALITY MONITORING

The ONS Population Estimates 2019 indicate that women represent 50.7% of the Borough Population.

Workforce Female Staff Profile	March 2021	Comment
Percentage of authority employees that are women as a percentage of the total workforce.	69.18%	The percentage represents 2070 female employees in a workforce of 2992

Performance Indicator	Target	Outturn	Comment
Indicator - CS-13 - Percentage of the top 5% of earners that are women.	50%	56.29%	A decrease from the outturn figure for 2019/20, which was 61.63%. The 56.29% outturn figure represents 85 female employees in a group of 151.

Gender Pay Policy Statement Summary – March 2021

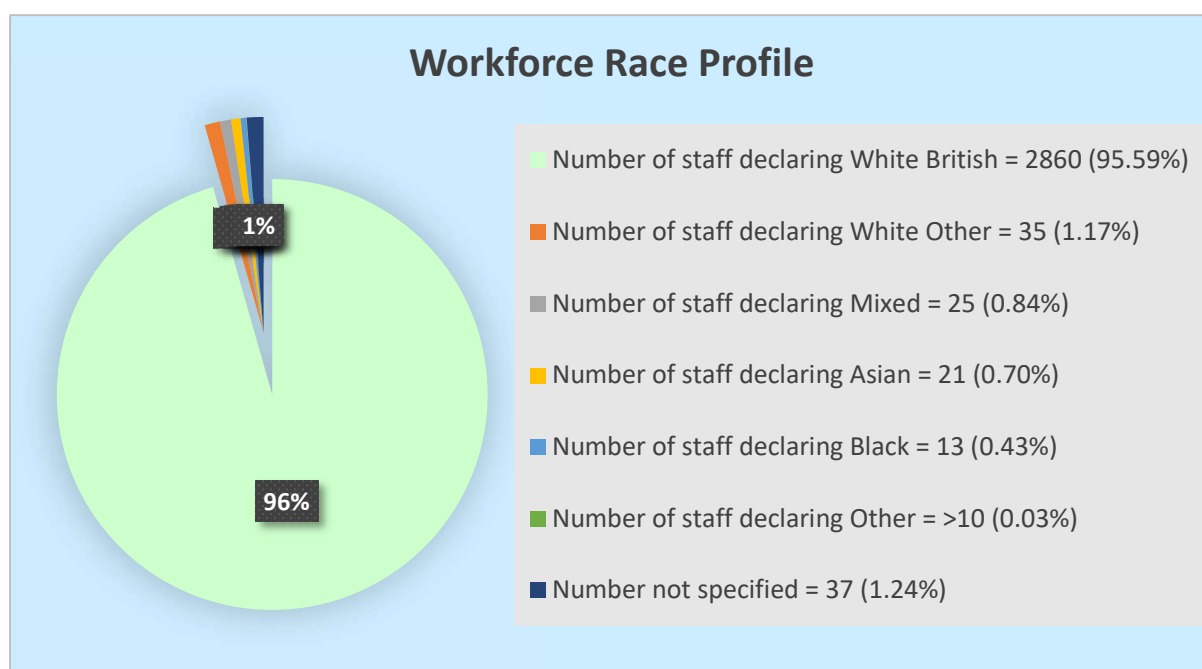
From 2017, any organisation that has 250 or more employees must publish and report specific figures about their gender pay gap. The 2021 report below was calculated using a specific reference date of 31st March 2020, published in March 2021.

Gender Pay Indicator	Women	Men	Pay Gap	Comment
The median hourly rate across the Council. The hourly rate in the middle of the highest and lowest hourly rates	£10.97	£10.97	0%	As of 31 March 2021, the median hourly rate for both women and men were £10.97, meaning there is no median gender pay gap, an outcome maintained for 3 consecutive years.
The mean hourly rate across the Council. The sum of all the wages of female or male employees divided by the respective number of employees of each gender.	£13.01	£13.67	4.8%	As of 31 March 2021, the mean hourly rate across the Council was £13.21: mean hourly rate for women of £13.01 and for men of £13.67 - a mean hourly rate gender pay gap of 4.8%, a reduction of 1.2% from last year's 6%

WORKFORCE RACE EQUALITY MONITORING

The ONS Population Estimates 2019, indicate that people from Black, Asian, and other minority ethnic backgrounds represent 3.12.% of the Borough Population.

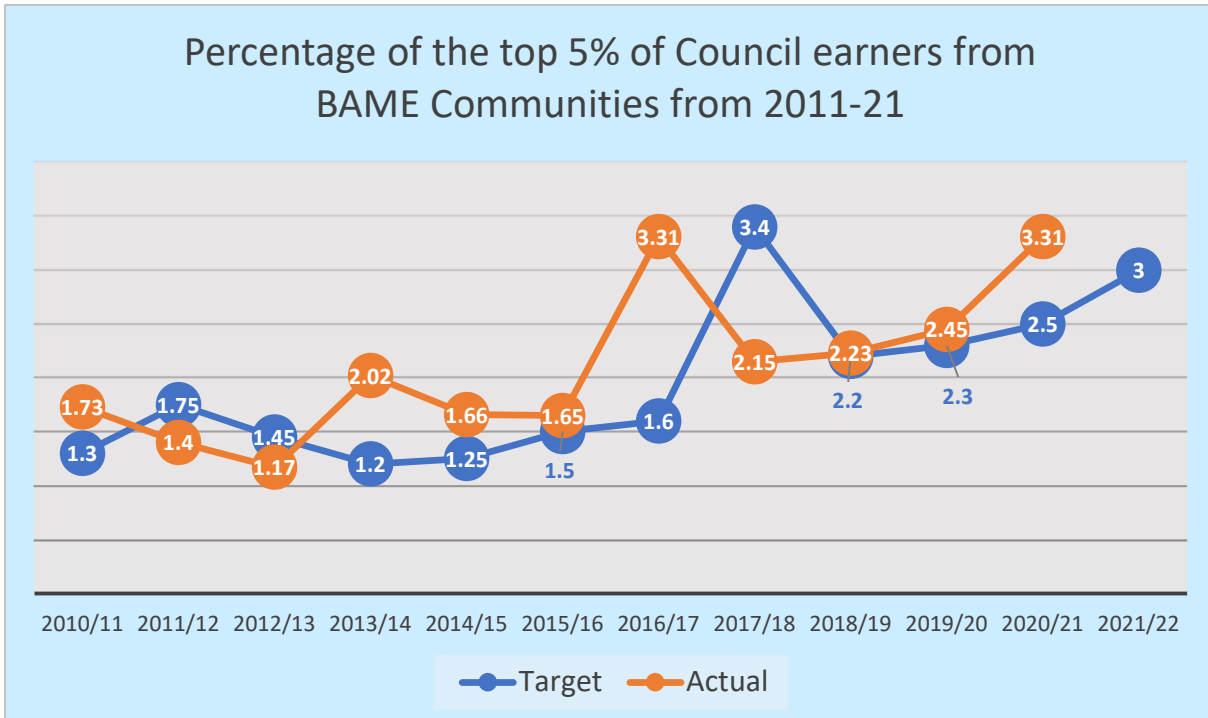
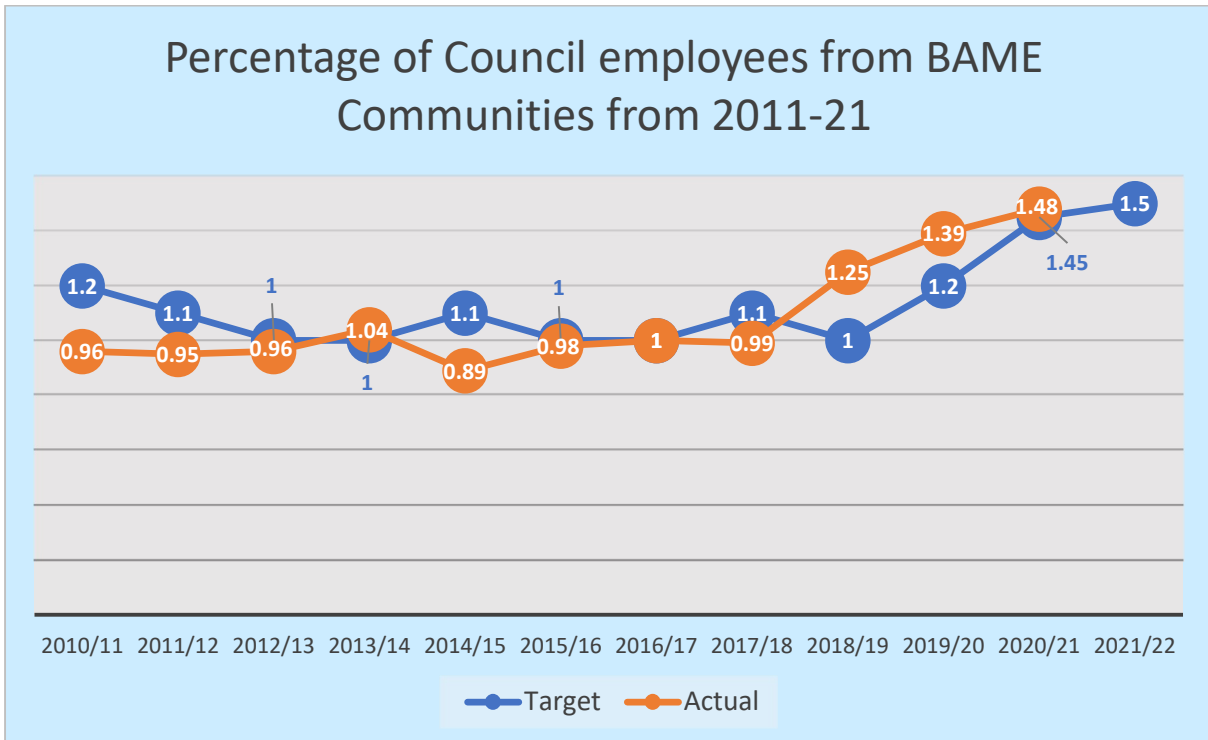
Workforce BAME Staff Profile	March 2021	Comment
Percentage of authority employees from Black, Asian or minority ethnic communities as a percentage of the total workforce.	2.00%	The percentage represents 60 Minority Ethnic employees in a workforce of 2992



The council reports on two workforce Performance Indicators for Workforce by Race

Performance Indicator	Target	Outturn	Comment
Indicator - CS-14 - Percentage of top 5% of earners from black and minority ethnic communities.	2.5%	3.31%	Improvement from the outturn figure for 2018/19, which was 2.45%. The 3.31% outturn figure represents >10 BAME employees in a group.
Indicator - CS-17 - Percentage of authority employees from minority ethnic communities as a percentage of the total workforce (including school-based staff).	1.45%	1.48%	Improvement from the outturn figure for 2018/19, which was 1.39%. The 1.48% outturn figure represents 88 BAME employees in a group of 5940.

St Helens Borough Council's Annual Workforce Race Profile by Percentage for 2011-2021



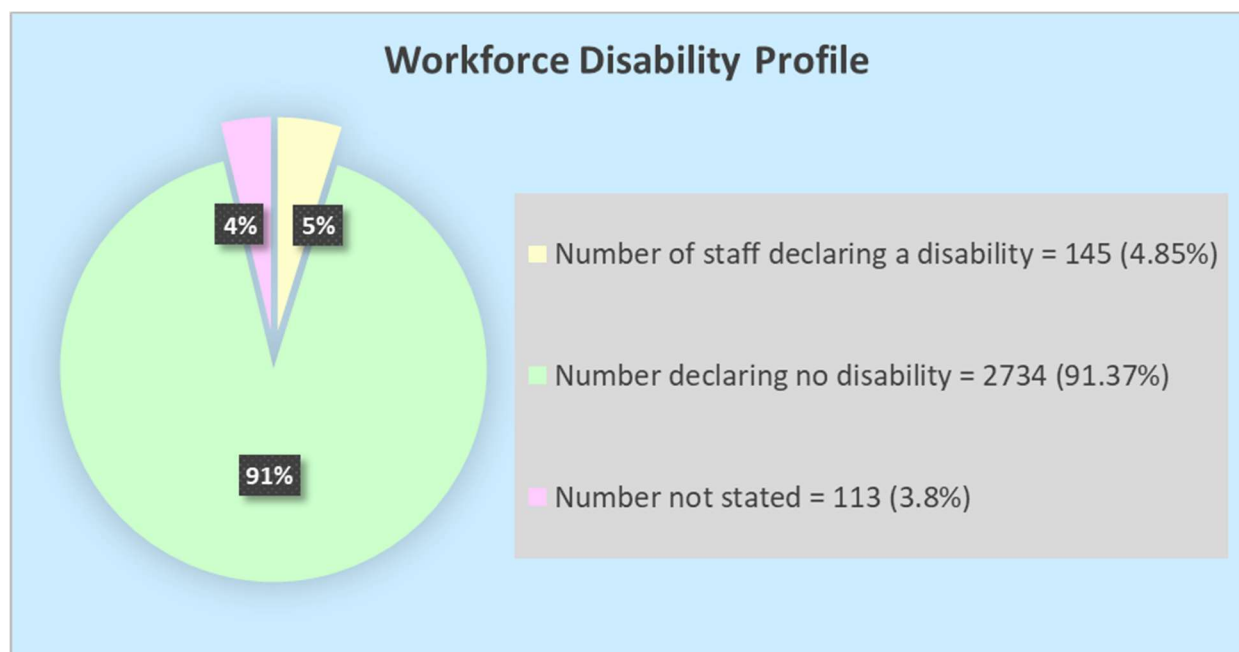
WORKFORCE DISABILITY EQUALITY MONITORING

The Equality Act 2010 defines a disabled person as a person with a physical or mental impairment, which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

The Census 2011 showed that 5.67% of the Borough’s working age population declared they had a long-term health problem or disability that limited their day-to-day activities a lot – this is the most appropriate comparator within the 2011 Census for an organisation’s workforce.

Performance Indicator	Target	Outturn	Comment
Indicator - CS-15 - Percentage of the top paid 5% of staff who have a disability	4.2%	1.32%	A decrease from the outturn figure for 2018/19, which was 4.08%. The annual outturn for 2020/21 is lower than the original target of 4.4%*. The 1.32% outturn figure represents >10 disabled employees in a group.
Indicator – CS-16 - Percentage of authority employees declaring that they meet the Equality Act 2010 definition of disability	4.1%	4.85%	Improvement from the outturn figure for 2018/19, which was 4.09%. The 4.85% outturn figure represents 145 disabled employees in a workforce of 2992.

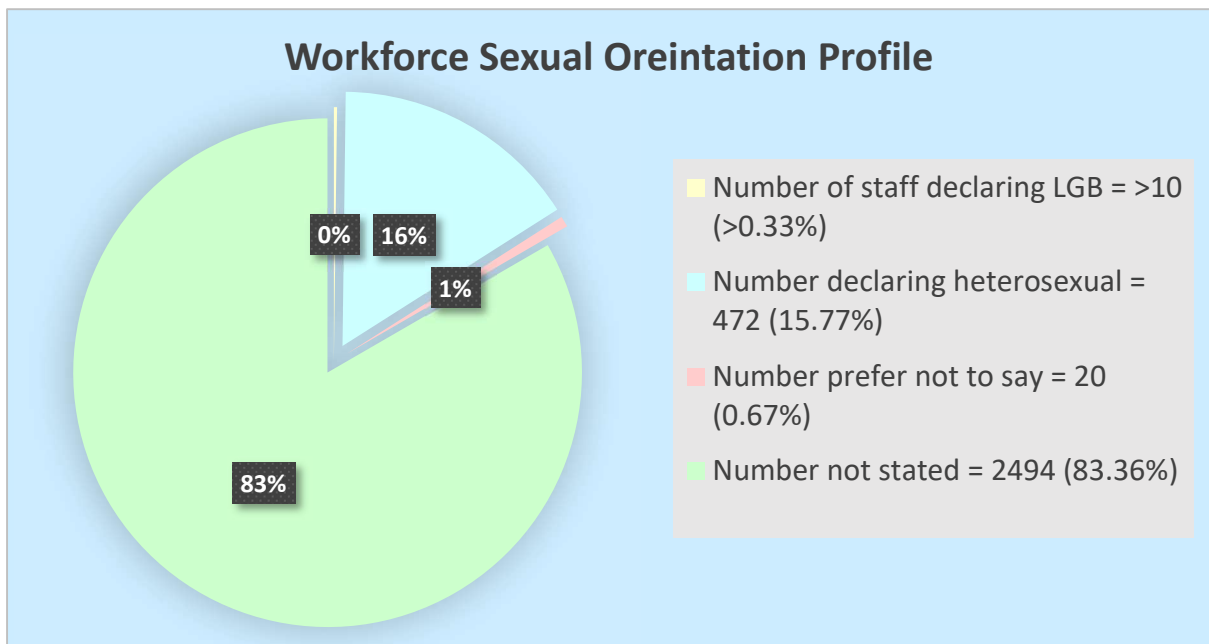
* Data collection methodology for this particular indicator was revised in September 2020 which give a more accurate analysis of this information.



WORKFORCE SEXUAL ORIENTATION EQUALITY MONITORING

The ONS Annual Population Survey 2019, estimated that 2.7% of the UK population aged 16 years and over identified as lesbian, gay, or bisexual (LGB) in 2019. The council does not have any current performance indicators for workforce by sexual orientation.

Workforces LGB Profile	March 2021	Comment
Percentage of authority employees from declaring a lesbian, gay, or bisexual orientation as a percentage of the total workforce.	>0.35%	The percentage represents >10 LGB employees in a workforce of 2992



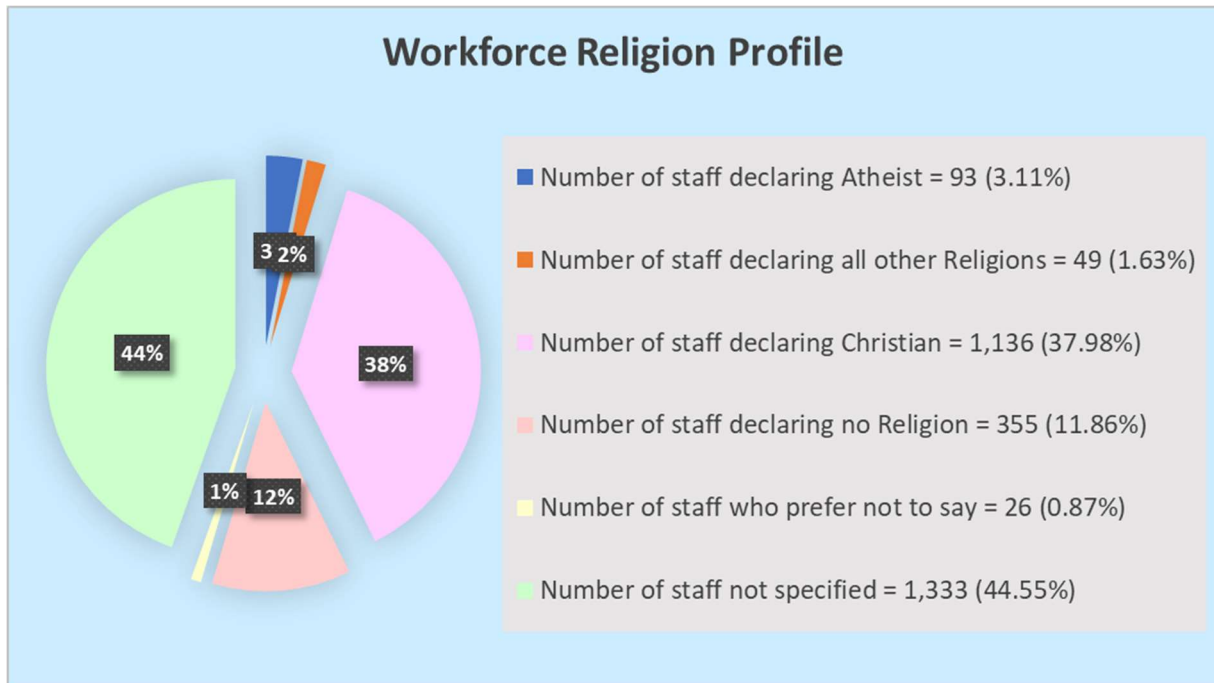
WORKFORCE RELIGION EQUALITY MONITORING

The Census 2011 showed that people declaring they have a religion which is in a minority in the borough made up 1.05% of the borough's population. The council does not have any current performance indicators for Workforce by religion.

Census 2011	Percentage	Census 2011	Percentage
Buddhist	0.18%	Other Religions	0.26%
Hindu	0.24%	Christian	78.82%
Jewish	0.03%	No Religion	14.63%
Muslim	0.34%	Religion Not Stated	5.5%

Workforce 2021	Percentage	Workforce 2021	Percentage
Buddhist	>0.33%	Other Religions	0.80%
Hindu	>0.33%	Christian	37.98%
Jewish	>0.33%	No Religion	11.86%
Muslim	0.37%	Religion Not Stated	44.55%

Workforce Minority Religion Profile	March 2021	Comment
Percentage of authority employees declaring they have a religion which is in a minority in the borough, as a percentage of the total workforce.	1.63%	The percentage represents 49 employees in a workforce of 2992



YOUR VIEWS ARE IMPORTANT TO US

Comments concerning this document or St. Helens Borough Council's equality, diversity, and inclusion strategy and performance are very welcome.

You can send comments to us in the following ways

Online - <https://www.sthelens.gov.uk/contact-us/>

Email – contactcentre@sthelens.gov.uk

Phone - 01744 676 789

Or write to

Equalities Officer
Town Hall
Victoria Square
St. Helens
Merseyside
WA10 1HP