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# ANNUAL REPORT ON EQUALITIES

# 2022

*A copy of this report can be made available in alternative formats by calling 01243 785166 or emailing* [*corporatepolicy@chichester.gov.uk*](mailto:corporatepolicy@chichester.gov.uk)

**Annual Report on Equalities 2022**

**1. Introduction**

**Our Equality Strategy**

Chichester District Council is committed to providing equality of opportunity in all our activities and to ensuring that discrimination does not occur. We strive for a workforce that reflects the diversity of the local community in order that our services are provided appropriately and the council benefits from a wealth of experiences. We also involve the wider community in our decision-making processes and aim to use our influence to progress equality issues in the district.

In January 2022, the Council approved a new Equality Strategy to run from 2022 to 2026. The Strategy is relevant across the Council’s functions and outlines our equality commitment to staff and members of the public. It sets out the measures the council is taking to meet the requirements of the Equality Act 2010. This Annual Report shows the Council’s progress towards the Equality Objectives as contained in our new Equality Strategy.

**Our Objectives**

The Equality Strategy sets out five objectives for dealing with equality issues in providing services to the public and how we are run as an employer. These objectives are broad and strategic and influence how our services are designed and delivered. Our Equality Objectives are:

1. **Data**

We will use a range of internal and external data sources and work in partnership with others to find information about our local communities and customers. We will use data to inform the types of services we offer and the most effective methods of delivery. Where gaps in data are identified, we will engage with customers, communities, or local representative groups to find the best way to fill them.

1. **Employment and Staff**

We will use our power as a major employer in the area to ensure that we lead by example in our human resource practices on equality. We will do this by ensuring our policies on recruitment and retention of staff are sound and all our staff are well supported and adequately trained in equality and diversity matters.

1. **Service Delivery**

We will provide services in a way that will not discriminate against any person with protected characteristics or protected groups within the community. We will consider the equality impact of policies, procedures, initiatives, and projects and, wherever possible, will take mitigating action if adverse effects are identified.

1. **Community Cohesion and Involvement**

We will work to encourage cohesion between different communities and individuals, with or without protected characteristics, and support those who may be subject to discrimination. We will engage with residents, communities, and others in an inclusive way, encouraging everyone, particularly people with protected characteristics to have their say.

1. **Equality and the Rural Area**

We will ensure that the rural nature of our district is promoted and taken into account, whilst continuing to ensure that accessibility of service is a key consideration when designing new services or revising existing procedures.

Alongside our Equality Objectives, we aim to ensure that there is a safety net in place for the most vulnerable and those who may be disadvantaged in any way, which may include those with protected characteristics. We will consider the issues faced by these people in relation to our services or policies and ensure they are taken into account in the decision-making process.

This report provides an update on how we are progressing against these objectives.

**2. Progress against our Equality Objectives**

**Equality Objective One - Data**

| **Action** | **Update** | **Lead officer** |
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| **Service Reviews** | Equalities data will be used where appropriate to inform the types of service offered and the most effective delivery methods. The way the Council interacts with residents is considered as part of the programme of service reviews. Where service delivery is redesigned, the Council seeks to make services as accessible as possible for all residents and/or customers. | Andy Buckley |
| **Let’s Talk Panel** | The Communications Team continues to sign up members to the Let’s Talk Panel; people connected to Chichester District who want to hear about current consultations. Personal information including gender, ethnic background (although these are optional), where they live in the district and year of birth are collected from those who sign up online. This ensures the panel represents a mix of views and that the views of certain groups can be identified and considered. | Sarah Parker |
| **Chichester Local Community Neighbourhood Network** | The Chichester Local Community Neighborhood Network is a partnership of local health organisations, including the Council, who use localised data to target shared work and outcomes. As a new partnership for 2022/23 the group have reviewed a range of local data to inform our action plan and worked with Health Watch who have direct access to local users of services. | Elaine Thomas |
| **Community Safety Partnership** | The Chichester Community Safety Partnership uses a variety of data sets around crime and disorder to inform its annual business plan and ensure it is tackling the crimes and issues causing the most harm in our communities. The Partnership is currently exploring data around hate crime which has shown a recent increase. | Pam Bushby |
| **Community Wardens** | Community Wardens continue to identify the most vulnerable in their communities and ensure data is shared where appropriate. A data review has recently been undertaken to confirm the Community wardens are still operating in the areas of most need. They are all trained as digital ambassadors and are delivering sessions within their areas targeted at residents most vulnerable to online crime and safety.  Community Wardens continue to support projects in their areas and respond to the concerns of their communities. This includes supporting communities to tackle anti-social behaviour and encourage cohesion in areas of tension. | Pam Bushby |
| **Customer Equality Monitoring** | The Customer Services Team are developing an equality monitoring form for use on the terminals in the customer contact reception area. Customers will be advised that they may complete the form if they wish to do so. The data collected will assist in identifying gaps in access to our Services that need addressing. | Deborah Williams-Dorn |
| **Grants** | The Discretionary Grants scheme continues to provide funding to businesses, groups, and other organisations from the private and voluntary/community sectors. Priorities for funding are published on our website and include “*Targeted Projects – Projects where the primary benefit is to residents in the greatest need*” giving priority to projects that are “*locally appropriate, able to evidence need and offer effective solutions*”. Details of grants awarded can be found in the Annual Report of Grants and Concessions on the Council’s website. | James Brigden |
| **Wellbeing** | The Wellbeing Business Plan is reviewed annually to ensure data is current and the Service is targeted accordingly. We have Key Performance Indicators included in our contract with West Sussex County Council to ensure specific groups are encouraged to access the service. In particular, this includes people living in the 20% most deprived areas of the district, individuals with Learning Difficulties and Autism and those with Serious Mental Illness. We record this data specifically. | Elaine Thomas |
| **Green Homes Grant** | The Council, as part of a local authority consortium delivered the first phase of funding to residents to improve home energy efficiency. Funding was available to homeowners with a household income of less than £30,000 occupying a home with low energy performance. At November 2022, 75 homes had received energy efficiency/renewable energy measures. Take-up has been encouraged through letters to homes thought to be eligible and promotion by the Communications team.  The Council also utilised £205,000 of government funding under the second phase of the scheme to provide high heat retention storage heaters in 41 flats at our temporary accommodation, Westward House. The new heating system will ensure residents are provided with thermal comfort and efficient heating to reduce their energy bills.  In Spring 2022 following another successful consortium bid, the Council launched a new offer of funding for energy efficiency measures under phase 3 of the Green Homes Grant. The scheme is offered with the same criteria as phase 1 and is available to residents until Spring 2023. To date 7 homes have had energy efficiency measures installations completed with a further 52 planned.  The Council successfully undertook a project to identify privately rented properties that were failing to meet minimum energy performance. Additional staff were employed to contact landlords and remind them of their responsibilities and formal action was used if informal methods of reaching compliance were unsuccessful. At the start of the project, data analysis showed 461 properties were non-compliant on the national register. Currently there are 36 cases still under investigation. | Alison Stevens  Liz Reed |
| **Housing IT System** | The HomeMove system has now bedded in, and equalities data is recorded to help understand our client base. The information is used in policy reviews and decision making. | Teresa O’Toole |
| **Housing Standards Financial Assistance and Enforcement Policy** | Following a modelling exercise of the condition of the district’s housing stock, the Housing Standards Financial Assistance and Enforcement Policy was developed to target assistance to those most in need. One of the Policy’s priorities is to reduce fuel poverty and excess cold. Chichester Warm Homes Initiative delivers on this priority by offering financial assistance to homeowners and landlords if a property is occupied by someone on a low income and has a low EPC rating. Applicants can benefit from works up to £25,000 in off-gas areas, and £10,000 in on-gas areas. Landlords are required to contribute half the cost. Home Energy Advice is provided by Arun and Chichester Citizens Advice Energy Team who are equipped to provide personalised advice concerning the grants and financial assistance available to suit individual circumstances. | Liz Reed |
| **Multi-Agency Panel** | The Council hosts quarterly meetings, which provide a forum for housing and health professionals to discuss clients with specific or complex housing requirements. This includes those with medical needs, those affected by overcrowding and those wishing to downsize. The forum provides an opportunity for alternative housing to be discussed ensuring accommodation is suitable and will meet future needs. | Teresa O’Toole |
| **Revenues and Benefits – Customer Data** | The Revenues and Benefits Team continue to collect and monitor equality data from customers. This is to ensure the impact of any future changes to localised schemes the Council is responsible for administering is understood and support is relevant and targeted to those that require assistance and/or to any underrepresented group as appropriate. | Marlene Rogers |

**Equality Objective Two - Employment and Staff**

| **Action** | **Update** | **Lead officer** |
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| **Equality Strategy** | In January 2022 the Council adopted a new Equality Strategy to cover the period to 2026. This included a refresh of our equality objectives and the addition of a new one to capture our work around Community Cohesion and Involvement. | Jenny Westbrook |
| **Human Resources** | The Council continues to be fully committed to equality in its recruitment and employment practices. The Council’s Equality & Diversity Policy adheres fully to the Equality Act 2010 and is available to all staff as part of the Staff Handbook, accessible on our Intranet. | Tim Radcliffe |
| **Staff Training on Equality Issues** | In June 2022, an updated equality and diversity module was introduced to our e-learning system. It was mandatory for all employees to complete, and this was monitored by Human Resources.  The course is now part of the induction e-learning package for all new employees joining CDC.  In November 2022, Human Resources and Housing staff undertook an on-line course regarding neurodiversity. The course was designed to help managers build a positive understanding of neurodivergent conditions and how they can benefit the workplace and society. | Tim Radcliffe |
| **Committee Report Writing** | Amendments to the templates for reports to committee were adopted in 2020 to ensure officers properly consider equalities factors and the need to complete equalities impact assessments. Since that change, training for report authors has been delivered annually to give further detail on compliance with those requirements. This helps to retain the focus on equality (as well as other issues such as environmental matters) in our report writing and ensure report authors have confidence on their duties and application of procedural and legal requirements. | Lisa Baines |
| **Legal Services** | The Legal Team continue to ensure that all lawyers maintain required levels of continuing professional development including, where relevant, awareness and application of Equality Act requirements. Confident advice on compliance with Equality Act duties is given and followed up with report authors where such matters are identified or where an advising lawyer considers it is required. | Nicholas Bennett |
| **Meeting Management** | Improvements to the induction loop system have been undertaken to ensure this continues to be available for committee room meetings. Practices have been changed to enable public statements or public questions to be read out by a Democratic Services Officer where a member of the public with a protected characteristic would be less able or willing to speak in public. An upgrade to the recording system to improve accessibility in a variety of ways has been approved and the specification is being assessed to include consideration of Equality Act issues. | Lisa Baines |
| **Procurement** | The current version of the Council’s Contract Procedure Rules (updated in 2021) follows national models for compliance including as to Equality Act duties. Additional focus on social outcomes (including those based on the Equality Act) have been designed into the system. Training on the updated Rules will be delivered every 2 years. A recording of the initial training delivered in November 2021 is available to Officers on the Council’s Intranet.  In September 2021 the National Procurement Strategy requirements were assessed by the Local Government Association and the Council used the toolkit for assessing our delivery of all strategic procurement objectives. This found that the Council has a “developing” to “mature” structure and practices for equalities, specifically in the areas of Policy and Scoping, Reporting of Social value, social value contract management (including internal management), Councillor development and culture. That report remains the method by which further improvement in equalities approaches are applied, within the context of overall continuing improvement and development. We continue to increase the tools available to monitor user and contractor data. | Nicholas Bennett |
| **Customer Services – Staff Training** | All customer service officers have been trained in assisting residents who may have hidden disabilities and this training is in the process of being rolled out across the organisation for all officers to access. Customer Services Officers have also received training in dementia, mental health awareness and safeguarding. | Deborah Williams-Dorn |
| **Safeguarding Training** | Through our programme of safeguarding training for staff, we highlight signs of exploitation and how to report safeguarding concerns. Over 200 staff have been trained this year to date. | Pam Bushby |
| **Staff Wellbeing** | Our Wellbeing team have continued to provide support for staff this year. The focus has been on general wellbeing, stress management, building resilience, mindfulness and adjusting to a different way of working since the pandemic. All support has been provided via phone or video call. | Elaine Thomas |
| **Safety Advisory Groups (SAGs)** | The Licensing Team continue to co-ordinate and Chair SAGs, bringing together key partner agencies to advise event organisers on staging safe and successful events. Strong and effective working relationships were further developed with representatives of Public Health, continuing to provide invaluable support and advice to event organisers.  A dedicated pan-Sussex SAG Chair group continued to meet, chaired by CDC. During the year updated guidance was produced for event organisers to refer to when developing their event plans and the Group’s Terms of Reference were revisited and subsequently adopted by all councils across East and West Sussex. The Group continued to link in with the Sussex Directors of Public Health to embed good working relationships and agree consistent practice where appropriate and achievable.  The Group also contributed to the Sussex Resilience Forum Events Workstream helping to maintain a shared live calendar to capture the status of all events, ensuring awareness across the county along with the development and adoption of a library of shared guidance documents and proformas. This allowed the Resilience Forum to build a Sussex-wide picture of events, which health colleagues found particularly useful. | Laurence Foord |

**Equality Objective Three – Service Delivery**

| **Action** | **Update** | **Lead officer** |
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| **Assisted Waste Collection Service** | The Council’s domestic waste collection service requires householders to place bins at the boundary of their property on collection day. Where residents are disabled or frail, we offer an assisted collection whereby the crew will collect the bin from a location convenient to the resident. | Kevin Carter |
| **Recycling Advice and Guidance** | Residents can recycle a range of items in their household recycling bin and other items can be taken to local household waste recycling sites. The Waste and Recycling Team provides advice and guidance on what can and cannot be recycled in a variety of ways to ensure the information is accessible to all residents. This advice is now also available on the new Cloud 9 app, available to android and Apple users. | Kevin Carter |
| **Licensing Policies** | This year, the Licensing Team completed a review of the Council’s policies for taxi and private hire licensing, to ensure they are as clear, workable, accessible, and understandable as intended. The review concluded that the policies provide applicants and existing license holders with a clear framework in accordance with statutory requirements for the licensing of drivers, vehicles, and operators and continue to promote the objective of protecting public safety along with assisting the Council in reducing greenhouse gas emissions. | David Knowles-Ley |
| **Feasibility Study – Permanent Market and Events Space** | Local architects were invited to quote for a Feasibility Study to consider the viability, understand the possible challenges and assess the opportunities of a purpose-built permanent market and events space in either the Cattle Market or Little London car parks, Chichester. The Study was to include different design options and associated costs for each option. The initial Study recommended that the Cattle Market car park site had greater potential due to its location, visual prominence, and pedestrian/vehicular accessibility. The project is on-going and design options are being considered along with improvements to the public realm. | Laurence Foord |
| **Junior Gym** | Junior Gym sessions for all children aged 11 and up have continued to be very successful. The benefits of exercise affect all age categories but specifically it has been shown that teenagers particularly benefit from:   * Weight control, better skin, stronger muscles, and bones all helping to develop a positive body image * Reduced stress which can be additionally beneficial around exam times * Improved mood: research shows that regular exercise reduces symptoms of mild to moderate depression and enhances psychological fitness. Exercise can even produce changes in certain chemical levels in the body, which can influence the psychological state. Studies have found that physically active people were half as likely to be depressed as non-active people * Fewer colds through a stronger immune system * More brainpower: exercise boosts blood flow to the brain and helps it receive oxygen and nutrients * Young people engaged in positive exercise settings and team sports are less likely to get involved with crime. | Sarah Peyman |
| **Leisure Centres – Community Groups** | External organisations offer services from the Leisure Centres; ‘Out There’; a community group which helps those with learning disabilities engage with sport, use both the gym and swimming pool. The Grange offers a base for Rother Valley Together; a group offering fun, friendship and support for older adults who have difficulty getting out independently. The Think18 group for young people with learning difficulties attend weekly circuit training sessions at the Westgate Centre with additional monthly multisport activities. | Sarah Peyman |
| **Walking Sports** | The Walking Sport program continues to grow and develop with walking Football, Netball and Cricket now offered. An additional walking football session was introduced due to high uptake of 25 members. The walking cricket is now well established with a volunteer leader and their first match taking place recently at Westgate. We are working closely with walking Netball Ladies to secure some funding for Netball court markings in the sports hall. | Sarah Peyman |
| **Health Care and Carer Permits** | The Parking Services team continue to administer Health Care and Carer permits for healthcare workers visiting those receiving care in homes within the Controlled Parking Zone. The permits help residents stay in their own homes for longer by enabling easy access to provide the required care. Where customers are in receipt of certain benefits, carer permits can be provided free of charge. | Tania Murphy |
| **Public Conveniences** | Improved hand washer / drier units have been installed across several public convenience sites, focussing initially on the disabled facilities. Work has also started on the specification for refurbishment of several sites, which will include upgrading facilities to meet the latest accessibility requirements. Public conveniences for those with disabilities continue to be accessed through RADAR keys, ensuring that they are used primarily by those who require accessible facilities. | Tania Murphy |
| **The Novium Museum** | The Novium Museum creates content for, and engages with, varied audiences, including families and children, developing layers of interpretation to achieve this. We seek grant funding where possible to offer opportunities for under-represented individuals, organisations, and schools to engage with and benefit from the museum. Museum workshops are available for people with dementia and their carers, and we offer SEN sessions periodically during our busier exhibitions. We offer an active and expanding volunteer programme, open to all age groups and abilities, along with work placements to support people into employment and work experience placements for local students.  The Museum provides a high standard of physical access for users, particularly disabled visitors. When planning new exhibitions, we continue to work with Chichester Access Group to ensure exhibitions are as inclusive as possible, removing barriers to access for a range of people with disabilities. | Stephanie Thorndyke |
| **Blue Badge Enforcement** | Civil Enforcement Officers continue to support West Sussex County Council to tackle Blue Badge misuse. They are trained to identify and retain misused and/or expired badges. The Council website also provides information and encourages customers to report badge misuse. This initiative recognises that Blue Badge misuse is not only fraud, but can mean that genuine, vulnerable users are deprived of vital services because parking spaces are taken by fraudsters. | Tania Murphy |
| **Parking Accreditations** | The British Parking Association provides an accreditation scheme, which assesses car park safety.  This scheme has been in place in Chichester city car parks for several years and we continue to work towards gaining it in as many car parks as possible. 28 of the 31 car parks across the district now have the accreditation. This provides assurances to customers from a safety perspective and feedback (particularly from older customers) suggests that this is important to them.  Disabled Parking Accreditation assessments have also been carried out, with 27 car parks accredited under this scheme.  The scheme requires owners/operators of car parks to adopt an active management strategy to ensure minimal occurrence of disabled bay abuse, facilities are suitable for disabled people and recognition is made of the extra time taken by disabled people in the form of a concession. Several car parks have been relined this year, making access and accessible bays clearer to car park users. | Tania Murphy |
| **Customer Services** | Customer Services Officers provide a face-to-face reception for residents who require help, and a 1-1 service is also available if required. This includes support for residents who are using the Council’s online services. | Deborah Williams-Dorn |
| **Parking Payment Options** | Parking payment machines are fully compliant with the British Standard relating to Parking control equipment (BS 8300).  All machines except for those in the Westgate and Avenue De Chartres car parks accept coin, card, and contactless payment. In addition, the MiPermit facility is in place across all car parks, enabling payment by phone or app.  Many customers with protected characteristics (particularly older customers and those with mobility issues) benefit from the accessible machines or being able to pay for parking without the need to visit a machine.  Parking payment machines also provide information in different languages. | Tania Murphy |
| **Estates Service** | The Council’s non-operational properties are managed by the Estates team, who have regard to the needs of various groups within our community. The Team work with tenants to support them in providing improved access to premises and are currently working with a local sports club, who are looking to promote a diverse offering for those with disabilities and neurological disorders. | Kevin Gillet |
| **Hidden Disabilities** | The Hidden Disabilities Sunflower logo is displayed within the contact centre reception and badges are worn by officers working in the area to show they are hidden disability aware. | Deborah Williams-Dorn |
| **Social Prescribing and Wellbeing** | The Social Prescribing and Wellbeing Teams provide services that can be adapted where needed to accommodate protected characteristics. Both Teams offer telephone, face to face and home visits where needed. All our printed literature and website are regularly checked to ensure they meet accessibility standards. | Elaine Thomas |
| **Translation and Interpretation Services** | The Council has signed up to a new framework for translation and interpretation services. Various providers are listed that can facilitate communication for customers who have a sensory impairment or when English is not their first language. Additionally, some members of staff who are proficient in additional languages continue to provide translation services for members of the public visiting the offices. | Deborah Williams-Dorn |
| **Corporate Debt Recovery Policy** | The Council supports residents when seeking to recover monies from them. Residents who are identified as potentially vulnerable are signposted to agencies providing debt management advice. The Council recognises that customers can find themselves in arrears for a variety of reasons and it is important they are treated on an individual basis. The policy promotes good practice and has been designed to provide effective assistance to customers to meet their payment obligations. Officers are also able to signpost customers to the Breathing Space Initiative; a government scheme that allows more time for debtors to benefit from engaging in debt repayment plans and seeking legal advice. | Paul Jobson |
| **Discretionary Disabled Facilities Grants Policy** | The Discretionary Disabled Facilities Grants Policy continues to offer a wide range of adaptations, including grants, to provide emergency works for those waiting to leave hospital, and funds to help those who need to move to a more suitable home or who require technology to keep them safe and independent at home. | Liz Reed |
| **Discretionary Housing Payments (DHP) Scheme** | The DHP Scheme supports residents experiencing financial hardship when their Housing Benefit or Universal Credit award does not cover their full housing costs. The policy supports those who are vulnerable, particularly those with protected characteristics and reduces the risk of homelessness. Welfare reforms such as the benefit cap, local housing allowance rate restrictions and the roll out of Universal Credit have increased the demand on DHPs. The policy aims to assist residents in the short term to enable them to manage the shortfall in their housing costs whilst working towards a longer-term solution e.g., moving to cheaper accommodation and/or increasing their income. Where appropriate, residents will be signposted to additional support, including debt management advice and assistance through the Citizens Advice Bureau. | Marlene Rogers |
| **Local Council Tax**  **Reduction (CTR) Scheme** | The Council’s CTR Scheme is a generous one, which still provides up to 100% financial assistance on Council Tax bills to residents who qualify. The discretionary policy that sits within the scheme also includes awarding 100% CTR to care leavers up until their 22nd birthday; an agreement with West Sussex County Council as young care leavers have been identified as a vulnerable group. | Marlene Rogers |
| **Universal Credit (UC)** | With some exceptions, UC has been live in the district for new working age claimants since July 2018. Officers can signpost residents to the Jobcentre for assistance in applying for Universal Credit or employment assistance. Additionally, support is available from Customer Service staff both within the Customer Service Centre and over the telephone. | Marlene Rogers |
| **Air Quality Action Plan (AQAP)** | The AQAP continues to deliver actions to address air quality. The 2 air quality management areas (AQMAs) are mainly associated with vehicle emissions and, as such, pollution tends to impact more on areas of housing close to busy roads. Poor air quality tends to have the most significant health impact on those with pre-existing respiratory and circulatory health issues, particularly the very young and elderly. Air pollution is also a contributory factor in the development of many illnesses and diseases.  The AQAP aims to improve air quality and/or inform persons or their carers about poor air quality to enable better management of health conditions sensitive to the effects of air pollution. Because of the link to vehicle emissions, our air quality work is reliant on effective partnership working with WSCC (as Highway Authority) and National Highways (for the A27). Air quality has improved over the last ten years to the point that we have revoked the Orchard Street and Stockbridge AQMAs during the last year. | Simon Ballard |
| **Food Hygiene Training** | It is a legal requirement that those handling food or operating food businesses have food safety training to an appropriate level. The Council is one of few authorities to offer nationally recognised, certified training courses. The Health Protection Team have engaged a provider who is able to offer examination papers in a wide range of languages and offer bespoke training in food premises out of office hours should that be required. | Lauren Dyer |
| **Climate Emergency** | Through our Local Plan Review, we have set the highest possible standards of energy efficiency, on-site use of renewable energy and water efficiency that are achievable for new development, including affordable housing, and ensuring appropriate infrastructure to reduce the need to travel to access shops, employment, and facilities.  The Council has participated in the second year of the Solar Together PV panel bulk-buy scheme; partnering with iChoosr. This is open to all homeowners and tenants who have permission from their landlord and increases access to Solar PV panels to provide benefits to residents (through financial savings) and the environment (reducing carbon emissions).  Extreme heat, such as that seen due to climate change, can be a serious health risk for those with heart and lung conditions. Heatwaves can also cause spikes in toxic air pollution. The Council monitors various air quality parameters which are linked to the national Air Alert and Heat Alert schemes, acting as an early warning system for vulnerable groups. | Tom Day |
| **COVID-19 – Support to Businesses** | The Council has continued to support the Covid Health Protection Board which produced the Outbreak Plan and managed the pandemic in West Sussex.  The Health Protection Team’s quarterly e-publication for food businesses has recently focused on supporting businesses in getting back to operating again at full capacity and ensuring necessary controls are in place where required as we work to live with Covid-19. The Team will continue to undertake outbreak investigations within local authority enforced premises. | Alison Stevens  Lauren Dyer |
| **Cycling and Walking Infrastructure**  **including Chichester City Local Cycling and Walking Infrastructure Plan (LCWIP)** | The LCWIP is a ten-year plan for the delivery of walking and cycling infrastructure in Chichester City. Additional infrastructure should make walking and cycling a more natural choice than is currently the case. Cycling has many benefits to both mental and physical health as well as being zero-carbon and zero-emission and so tackling climate change and local air quality.  Supported by our Environment Panel, WSCC have procured a feasibility study for the LCWIP’s Route K in Westgate, Chichester. Parts of Route B, Broadway, College Lane and Oaklands Park were included in the Council’s bid to the Levelling Up Fund. We are also working with National Highways and WSCC towards improvements in the walking and cycling infrastructure along the A259 Chichester to Emsworth corridor (known as ‘Chemroute’). | Simon Ballard |
| **Emergency Planning** | The Council’s policy on the issuing of sandbags in the event of a flood emergency includes issuing them to elderly and/or disabled residents who are unable to make their own provision to protect their property. A Community Impact Assessment for a regional power outage has been undertaken this year. | Warren Townsend |
| **Planning Policy** | As part of the process for producing key Planning Policy documents, Equality Impact Assessments are carried out to ensure the effects of policies on those with protected characteristics have been considered. | Tony Whitty |
| **Litter and Dog Enforcement** | The Council has an agreement with East Hants District Council to carry out litter and dog enforcement in Chichester District, involving patrolling officers issuing fixed penalty notices (FPNs) to litter offenders and people who do not pick up after their dogs. It is our policy not to issue FPNs to children or vulnerable persons. Where older children are witnessed littering, an FPN may be issued but if they can produce ID to show they are under 18, it will be cancelled. Certain groups will also not be given FPNs such as those who appear to lack capacity to understand the offence due to mental illness, learning difficulties or other condition and those with a disability that prevents them from picking up the litter. The agreement with EHDC is due for review and renewal in early 2024. | Simon Ballard |
| **Out of Hours Services** | Environmental Health provide their services during evenings and weekends to suit opening hours of businesses and meet public demand.  This includes routinely attending weekend leisure events across the district, carrying out food safety and health and safety inspections, witnessing nuisances and dealing with public health emergencies. The team also coordinates and contributes to the councils out of hours emergency service for environmental health and emergency planning issues. | Lauren Dyer  Simon Ballard |

**Equality Objective Four – Community Cohesion and Involvement**

| **Action** | **Update** | **Lead officer** |
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| **Chichester Evening and Night-Time Economy Audit and Baseline Study** | The Council commissioned specialist advisors to undertake a baseline audit of Chichester’s evening and night-time economy. The research was part of a Chichester Vision commitment to review the city’s evening and night-time economy and identify where it could be improved for all the district’s residents as well as visitors. The process identified a common perception that the city’s evening and night-time economy was underperforming, particularly for certain demographics, such as students, young people, and families. An evening and night-time economy Working Group of key partners will be set up to guide the process and aim to oversee delivery of a better evening and night economy for Chichester based on the findings of the study. | Laurence Foord |
| **Email Newsletter and Social Media** | The Communications Team produces a regular email newsletter, providing the latest updates and information to residents, communities, and businesses. This is sent out to resident associations, parish councils, groups, businesses, and others who share it within their communities, as well as to individuals who have signed up on the council’s website. The Team also continues to use social media to communicate, invite views, encourage people to participate in consultations and gather feedback. | Sarah Parker |
| **Initiatives** | The council’s magazine continues to be sent to every household and business in the district, three times a year, enabling access to information for all. It is also available on the council’s website. | Sarah Parker |
| **Events** | The importance of staging safe events and the recognised benefits to social engagement, community well-being, the economy and culture continue to be supported by the Council. The Events Team work to deliver the key objectives of the Council’s Events Strategy and supporting Events Policy, recognising the need for the district to be open for business and ready to engage with event organisers along with seizing the opportunity to produce our own range of events. These events provide an attraction for our local community and economy such as the Summer Street Party and three Cross & More destination events held in Chichester city centre this year. | Laurence Foord |
| **Levelling Up Funding Bid Preparation** | The focus of the Council’s bid to the Government’s Levelling Up Fund, submitted this year is improving accessibility and inclusivity in the City Centre. Currently Chichester lacks an accessible public space for events in the city Centre. The bid proposes creating a fully accessible step-free destination called Cathedral Square in the western part; an inclusive public event space that would allow residents and visitors to experience and enjoy the city’s cultural offering. This space would remove physical barriers to those with mobility and visual impairments to allow for open access to the leisure offering within the city. Wider public realm improvements would continue this accessibility into the heart of the city centre, ensuring a safe and welcoming environment for all. The bid also proposes to renovate the public conveniences in Priory Park with fully accessible toilets. It is acknowledged that, while the current City Centre surface finish is compliant with maintenance guidelines, it does not create a fully accessible public realm, disadvantaging those with mobility and visual impairments. This is due to the nature of the materials used, stepped access and lack of wayfinding signage. The funding bid proposes to address these issues and create an inclusive public realm for all.  The bid also proposes to provide facilities to proactively improve gender inclusion within the city’s leisure facilities. The proposed project to redevelop sports pavilions within Priory Park will create a leading female cricket club; a purpose-built, high quality, safe space to grow the city’s female participation in sport.  If the funding bid is successful, full equalities impact assessments will be carried out as projects develop to ensure that no people with protected characteristics are disadvantaged by the projects and ensure the schemes provide accessibility to all. | Andy Buckley |
| **Everyone Active – Access for People with Disabilities** | All 3 leisure centres continue to hold Inclusive Fitness Initiative status which recognises improved accessibility for disabled people to use the gym and fitness equipment. A new toning suite has been introduced, **providing a social, non-intimidating environment that allows people to exercise at an intensity suitable for their health needs.** As people improve their fitness, strength, mobility, and joint stability using the Toning Chairs they can progress to the functional area, which focuses on balance, stability, coordination, proprioception, and controlled movement allowing people to gain confidence and reduce their risk of falling. | Sarah Peyman |
| **Active for Health** | The Active for Health scheme currently runs at all 3 leisure Centre sites to encourage activity tailored to individuals who might otherwise find it difficult to take part. Everyone Active work closely with medical practitioners to offer this service. The Scheme offers:   * a ten-week gym activity programme * Cardiac Phase IV classes working very closely with the cardiac Rehab Team at St Richards Hospital * structured GP/Cardiac follow-on classes * classes for anyone going through or having been through cancer treatment (reintroduced this year) * pool-based sessions for those who are not keen swimmers in the teaching pool under supervision. | Sarah Peyman |
| **Everyone Active - Community Inclusion Programme** | As part of the community inclusion programme, twice weekly physical literacy sessions are provided to North Mundham Alternative Provision College for primary school children who have challenging behaviour needs. Monthly activity sessions are also provided for a local Foundation that uses sport and exercise to impact positively on the lives of vulnerable children and young people. | Sarah Peyman |
| **Everyone Active – Targeted Free or Discounted Membership** | Free membership has been provided to 15 families identified through referral partners, resulting in 60 people accessing the facilities regularly and contributing to improvement in their family unit’s health and wellbeing.  An enhanced level of provision was delivered to referred refugees who required a greater level of support.  Centres continue to offer free access for Looked After Children and their carers for some activities. Free access is also offered to other Carers, when attending with those they care for. Discounted rates are also available for Compass Card holders with disabilities. | Sarah Peyman |
| **Everyone Active – work with Sussex Police** | Everyone Active is supporting Sussex Police in a programme for children and young people involved in anti-social behaviour, low level criminality, or placing themselves in vulnerable situations.  Young people aged between 11 and 18 identified by Sussex Police and its partner agencies are assessed through the ‘early intervention risk screening matrix.’ Individuals identifying physical activity as a priority interest will be referred, given access to the leisure centre facilities, and supported to make best use of them.  Weekly bootcamps have been provided for young people who have come to the attention of Sussex Police. A programme is being delivered in Swanfield (Chichester East), with future programmes intended for other identified areas. This is being delivered in partnership with local Registered Providers and the Community Safety Team. Opportunities are in place for individuals requiring additional support (e.g., CV writing training, pathways into apprenticeships). The sessions focus on developing participants’ confidence and self-worth to help create more resilient and connected neighbourhoods and tackle anti-social behaviour. | Sarah Peyman |
| **Physical Activity Support Programme** | A Physical Activity Support programme has been implemented for those experiencing homelessness referred by the Rough Sleeper Co-ordinator, ‘Change, Grow, Live’, Stonepillow and other key stakeholders. We are working in partnership to create positive physical activity experiences for vulnerable adults that have felt excluded from these opportunities but benefit significantly from improvements in physical and mental health. As well as laying the foundations for a long and healthy life, the intervention will help participants reconnect with their communities and provide pathways into additional support (apprenticeship schemes, further qualifications). | Sarah Peyman |
| **Modern Slavery** | We have a modern slavery transparency statement that highlights how as a local authority we meet our duties to be aware of modern slavery and other exploitative practices. | Pam Bushby |
| **Changing Places Public Conveniences** | The Council provides a fully equipped Changing Places facility in the public convenience building in Northgate car park, Chichester. The ‘Loo of the Year’ awards have recognised Chichester in recent years, with the Northgate facility and another in Midhurst receiving Platinum status, placing us in the top 20 Local Authority public convenience providers nationally. A bid to the national Changing Places fund was successful and work is underway to introduce additional sites in the district. | Tania Murphy |
| **City and Town Visions** | Work continues to support several projects in the city and rural towns which are anticipated to improve the public realm. When consultation is undertaken to consider the evidence to support proposals and projects, efforts are taken to ensure that this reaches all sectors within the community. | Tania Murphy |
| **Parking for disabled customers** | To help people with disabilities gain easy access to the city, most car parks have specially allocated parking spaces.  These spaces, along with any others in the pay and display car parks across the district (the Avenue de Chartres Pay on Foot car park excepted) can be used free of charge provided the vehicle is displaying a valid blue badge or foreign disabled badge and the registered person is driving or a passenger. Work is currently being undertaken to introduce an enforceable disabled bay in a new car park location. | Tania Murphy |
| **Penalty Charge Notices (PCNs)** | Parking Services continue to provide accessible processes for challenging PCNs, including verbal challenges. This ensures those who are unable to write to the council have other means to make their challenge and that all staff are trained to follow the procedure. PCN procedures have also been amended where Covid-19 may have had an impact on customers’ ability to pay. The opportunity to pay at a discount has been offered where appropriate along with the provision of further payment plans. The Vulnerability Policy has been reviewed this year and enforcement agents also provide welfare services to assist customers, which is reported on as part of contract management. | Tania Murphy |
| **Community Engagement** | The Community Engagement Team is currently exploring, with voluntary sector partners, how best to engage with our residents who have disabilities and what could be improved around services for disabled people. | Pam Bushby |
| **Shopmobility** | Community First continue to operate a Shopmobility service from East Pallant car park, providing mobility scooters for visitors with limited mobility, to enable improved access to the city centre. They are supported by the Council through the provision of parking spaces set aside for their use and part funding. In addition, Shopmobility provide support for residents throughout the district with temporary hire of mobility scooters in their own homes. | Tania Murphy |
| **St James Industrial Estate - Redevelopment** | Accessibility is a key consideration of plans for major projects, including the redevelopment of St James Industrial Estate in Chichester, which has delivered modern accommodation that can fulfil the requirements of all potential future users. Working with residents and the local community, over the last 12 months officers have developed proposals for St James which have reinforced its characteristics as a safe and secure environment for users and visitors to the site. | Alan Gregory |
| **Choose Work** | Our Choose Work initiative continues to support vulnerable residents across the district who experience barriers to accessing the job market. The Service accepts self-referrals without discrimination against any person with protected characteristics. | James Brigden |
| **Gypsy and Traveller Community** | Working with partners, the Council has managed several unauthorised Traveller encampments this year. Through early and regular communication and engagement with both the Traveller groups and the settled community, any potential harm is minimised, and the protected culture of the Travellers is supported. | Pam Bushby |
| **Hate Crime** | The Chichester Community Safety Partnership is exploring data around hate crime to see what is driving a rise currently being seen and how best to respond. Information on how to report hate crime is on our website and updated when necessary. | Pam Bushby |
| **Wellbeing** | The Wellbeing Team engage with clients regularly via service evaluation to ensure the service is meeting their needs. Each client is asked about accessibility when they first contact the service, and the sessions are adapted accordingly. | Elaine Thomas |
| **Young Person’s Social Prescribing** | The Young Person’s Social Prescriber is a new service targeting young people across the district. Prior to introducing the service, a period of engagement was undertaken with young people to help plan the service model and the type of support young people need. The service continues to be reviewed based on the views and needs of young people locally. | Elaine Thomas |
| **Rough Sleeper Outreach Work** | Using funding from the Rough Sleeping Initiative the Council employs a team of Outreach Workers and a Coordinator to lead this work. The ongoing effect of the ‘Everyone In’ initiative, implemented at the height of the pandemic, and the reduction in rough sleeping it has brought about has extended opportunities for some of the most vulnerable in our community to achieve significant improvements in the quality of their lives. | Teresa O’Toole |
| **Climate Emergency – Community Engagement** | The Council ensures there are many diverse routes for engaging with individuals and organisations in the district about Climate Change. This includes a consultation on what should be the focus of our next community engagement activity and encouraging individual behaviour change. Communication has been via the internet, social media, face to face events, attending community events and meetings. Engagement continues with businesses/business organisations, public sector services, 3rd sector, special interest groups and organisations representing specific demographics, including those with protected characteristics – e.g., young people, people with mobility difficulties.  A comprehensive engagement plan for the climate emergency enables the council to support behaviour change in the community through access to up to date information, community events and public meetings and enables the community to raise issues with the Council via the Let's Talk Panel and other existing communication channels. | Tom Day |
| **Environmental Protection** | Environmental Protection is a universal service available to all residents. Individuals identified as having additional needs are given support and procedures are in place to provide information in various formats as required. Officers make safeguarding referrals where they have professional concern regarding individuals. The Service has provided significant input to cases of hoarding (‘filthy and verminous properties’) through the last year. | Simon Ballard |

**Equality Objective Five – Equality and the Rural Area**

| **Action** | **Update** | **Lead officer** |
| --- | --- | --- |
| **Leisure Centres – Online Access** | Everyone Active continues to provide an online fitness platform; Everyone on Demand, delivered in partnership with four industry leading fitness Apps. Workouts range from GP referral all the way up to advanced intensive fitness sessions that can be done at home or outside. | Sarah Peyman |
| **Novium Museum – Online Access** | As a result of lockdowns during the Covid period, several online materials were developed for the Museum’s website to continue access to the collection. These have continued to be available to extend the audience reach and remove any barriers to participation. The Museum Team also provides a range of talks, displays, and events in the community and online for those unable to reach the museum.  The new museum website is now up and running and is designed to be more accessible. The website hosts an accessibility guide to inform people about the site before they visit. | Stephanie Thorndyke |
| **Grants** | The Grants and Concessions Panel operate throughout the district and actively encourage grant bids that support district-wide initiatives and rural communities. | James Brigden |
| **Virtual Field Trips** | The Novium’s Virtual Field Trips provide innovative digital learning for primary schools as part of an online learning package. This makes the programme more accessible for schools and extends the geographic reach of the Museum by removing the need for classes to travel to the museum. | Stephanie Thorndyke |
| **Online Waste Services** | Online service provision for waste and recycling services continues to be a key objective to maximise access to information and services in a user friendly and efficient way. Services currently available online include checking collection dates, booking bulky household waste collection, garden recycling service subscriptions, reporting of missed bins and purchasing a new bin. It is recognised that not everyone has access to digital services so we continue to offer assisted self-service, where our Customer Services Team will complete an online transaction on the resident’s behalf. We continue to monitor the quality of the online user experience and welcome feedback that allows us to make improvements. | Kevin Carter |
| **Website Accessibility** | As part of the accessibility regulations (The Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018) we continue to improve our web estate. We are now adopting core accessible templates from our Web Content Management Supplier (Goss Interactive). This forms part of our new Cloud strategy, which means that any new web developments will be accessible to all. As we move our subsites into the new accessible templates, we are carrying out a complete audit of all digital assets, so that subsite owners can make their content accessible. We continue to promote accessibility and have created a section on the Council’s intranet for advice and guidance. Our commitment to the Local Digital Declaration means we will continue to design services to meet customers’ needs and follow a unified set of content and accessibility standards. | Harvey Monaghan |
| **Walk-Run-Chat Programme** | Working with Chichester CDT and local Registered Providers, the Sports Development Team at Everyone Active have delivered walk-run-chat programmes in community spaces for individuals to increase their physical activity, with a resulting positive mental health impact. Referrals from social prescribers, wellbeing advisors and other local agencies ensure this programme is reaching the target audience. Several referrals have been made for people with feelings of social isolation and anxiety. | Sarah Peyman |
| **Community Bus Bays** | Bays for Community Buses are provided in council-owned car parks for organisations who transport older, frail, or disabled residents around the district. The bays provide a location for these customers to be safely dropped off and collected. Due to levels of demand, further bays have been provided in a rural car park. | Tania Murphy |
| **Improvements to Parking Online Services** | Parking website pages have been redesigned and updated to be as accessible as possible. An online ‘Report-it’ function enables customers to report issues of concern without needing to visit the council’s offices. Customers can use the service to report issues relating to enforcement of parking regulations, misuse of Blue Badges, abandoned vehicles, defects in signage and parking payment machine faults. Customers can also now apply for most permits and order Resident Visitor Permits online as well as over the telephone. | Tania Murphy |
| **Business Contact Programme** | Economic Development officers work to a geographical ‘patch’ and offer in-person meetings with businesses throughout the district. This ensures that visits can be grouped together where possible and helps with introductions between businesses. Officers attend business networking groups to assist with sharing of information and initiatives.  Working in partnership with other districts and boroughs in West Sussex, this year, we have further developed the content of the West Sussex Retail Hub so that businesses can continue to access relevant information at a time which suits them, which is particularly helpful for rurally based businesses. | Melanie Burgoyne |
| **Business Grants – Rural Businesses** | The Economic Development Service delivers an Enabling Grants programme to assist the district’s small and independent businesses with growth projects. The scheme also offers grants for start-ups. So far, in 2022, 64% of the businesses supported are in the rural areas of the district, with 36% in the Chichester area. Grants have assisted businesses with projects including premises improvements, new equipment, and website development.  The Team have also launched a Retail Support Grant to independent retail businesses in the high streets of Chichester, Midhurst, Petworth, Selsey and East Wittering. Eligibility is limited to those high streets only. | Melanie Burgoyne |
| **Virtual High Street Platform** | The Council has paid for businesses to join the ‘ShopAppy’ platform free of charge (until June 2023). The app enables shoppers to order online and either have items delivered or click and collect. Products from different businesses can be grouped in one order and this has encouraged businesses to work together in their community to establish their click and collect hubs. The platform assists residents who are not able to travel into towns to still be able to purchase from local businesses rather than having to rely on national providers. | Melanie Burgoyne |
| **Chichester Local Community Neighbourhood Network** | Chichester Local Community Neighbourhood Network partners work to promote access to services in the rural areas of the district, particularly focusing on those groups impacted most by the cost-of-living pressures. The group has also focused on new mothers and pregnant women to ensure they are able to reach out to their peers and local service providers for support. In addition, transport is a key area of work for the group, looking at improving the offer in the rural areas. | Elaine Thomas |
| **Rural Crime** | The Community Safety Team is engaged with the Sussex Police Rural Crime Team and local landowners. A multi-agency crime forum has been re-established in the rural north of the district. | Pam Bushby |
| **Foreshores Service** | The Foreshores Service, based during the summer season at Bracklesham Bay, is responsible for maximising opportunities for everyone, including those with disabilities, to access the coastline / beach. They clear paths and access ramps and ensure signage is in place to support this. | Warren Townsend |
| **Social Prescribing and Wellbeing** | The Social Prescribing and Wellbeing services have adapted to meet the needs of their clients by offering a blended approach of online, telephone, email, and face to face service delivery. In addition, the Teams have supported people by referring to agencies whose role it is to train people on how to access services online. Both teams attend events to raise awareness of services and work remotely from community venues or GP surgeries to ensure the services are accessible to all. Wellbeing weight management classes and free exercise classes are provided at venues in Midhurst, Petworth, Bracklesham and Selsey as well as Chichester city centre. Any services that are commissioned from external providers are contracted to deliver on a district wide basis. | Elaine Thomas |
| **Private Water Supply Sampling and Enforcement** | There are approximately 70 private water supplies serving many properties, predominantly in the rural areas of the district. As a matter of statutory duty officers routinely take water samples which are submitted to a laboratory for analysis. Ultimately this programme of sampling and risk assessment facilitates the water from these sources’ compliance with regulations for potable water. | Simon Ballard |
| **Stray Dog Service** | The Council has a duty to provide a reception point for the public to take stray dogs. The kennel is situated in Portsmouth, however, where the public do not have the appropriate transport to take stray dogs to the reception point, the Council will provide a service. | Simon Ballard |

**3. HR Statistics – Year Ending 31 March 2022**

**Table 3.1 Staff by headcount (Permanent, Temporary and Fixed-Term) by Division & Grade as at 31.3.22**

A Divisional restructure in October 2021 meant that the Housing Division merged with the Revenues and Benefits Division and the Customer Services Team moved from the Revenues, Benefits and Customer Services Division into the Communities and Wellbeing Division. The table below (and all tables split by Division) show staff as per the current structure.

| **Grade / Division** | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **J+** | **Total** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| SLT | - | 1 | - | 1 | - | - | - | - | - | - | 5 | **7** |
| Development Management | 13 | 11 | 4 | 9 | 3 | 9 | 6 | 3 | - | 1 | - | **59** |
| Planning Policy | - | - | 1 | - | 3 | 3 | 5 | - | - | 1 | - | **13** |
| Environmental and Health Protection | 1 | - | 2 | 3 | 10 | 7 | 5 | 4 | - | 1 | - | **33** |
| Communities and Customer Services | 1 | 22 | 15 | 12 | 6 | 1 | 3 | - | 1 | - | - | **61** |
| Financial Services | 1 | 1 | 2 | 8 | 2 | 5 | 1 | 2 | - | 1 | - | **23** |
| Business Support | 2 | 5 | 6 | 7 | 6 | 10 | 3 | 3 | 1 | 1 | - | **44** |
| Legal and Democratic Services | 2 | - | 2 | 3 | 1 | 2 | 1 | 3 | - | 1 | - | **15** |
| Housing, Revenues and Benefits | 4 | 14 | 16 | 9 | 7 | 6 | 3 | 4 | - | 1 | - | **64** |
| Chichester Contract Services | 22 | 58 | 45 | 10 | 9 | 6 | 1 | 1 | 1 | 1 | - | **154** |
| Culture and Sport | 2 | 4 | 2 | 3 | 2 | - | 1 | 1 | - | - | - | **15** |
| Place | 2 | - | 13 | 1 | 2 | 3 | - | - | 1 | - | - | **22** |
| Communication, Licensing and Events | 3 | 1 | 3 | 2 | 3 | - | 2 | 1 | 1 | - | - | **16** |
| Property and Growth | - | - | 3 | - | 3 | 5 | 1 | 2 | - | 1 | - | **15** |
| **Totals** | **53** | **117** | **114** | **68** | **57** | **57** | **32** | **24** | **5** | **9** | **5** | **541** |

The staff headcount of **541** translates into 493.11 full-time equivalents (FTEs). This compares to a headcount of **540** and 489.46 FTEs on 31 March 2021. Chichester Contract Services employ agency staff and throughout the year we employ on average 8 other agency staff each week. Some of the shortfall in filling Planning, Housing, Finance and Environmental Health posts is met by short term use of qualified agency employees. The current recruitment crisis has meant that it is increasingly difficult to get good quality temporary staff, and this has been a challenge for several departments.

**Table 3.2 Staff by Gender & Grade as at 31.3.22**

| **Grade / Gender** | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **J+** | **Total** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Male | 31 | 71 | 63 | 22 | 27 | 28 | 20 | 11 | 2 | 4 | 2 | **281** |
| Female | 22 | 46 | 51 | 46 | 30 | 29 | 12 | 13 | 3 | 5 | 3 | **260** |
| **Totals** | **53** | **117** | **114** | **68** | **57** | **57** | **32** | **24** | **5** | **9** | **5** | **541** |

For comparison, the total of male staff in 2020/21 was 277 and the total of female staff was 263.

**Table 3.3 Staff by Age as at 31.3.22**

| **Age Range** | **0 – 19** | **20 - 29** | **30 – 39** | **40 - 49** | **50 - 59** | **60 - 69** | **70+** | **Total** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Number of staff** | 1 | 60 | 102 | 131 | 165 | 80 | 2 | **541** |

It is important to note from a succession planning perspective that the Council has a significant number of staff over 40, especially in the 50-59 age bracket.

**Table 3.4 Starters by Division and Grade as at 31.3.22**

A total of **86** staff joined the organisation between 1 April 2021 and 31 March 2022. This compares to **26** staff that joined the organisation the previous year (excluding casuals).

| **Grade / Division** | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **J+** | **Total** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| SLT | - | - | - | - | - | - | - | - | - | - | - | **0** |
| Development Management | 2 | - | 5 | - | - | 2 | - | - | - | - | - | **9** |
| Planning Policy | - | - | - | - | - | 1 | - | - | - | - | - | **1** |
| Environmental and Health Protection | - | - | - | - | - | 1 | - | - | - | - | - | **1** |
| Communities and Customer Services | 2 | 8 | 5 | 1 | 1 | - | - | - | - | - | - | **17** |
| Financial Services | - | 1 | - | 1 | - | - | - | - | - | - | - | **2** |
| Business Support | 1 | 2 | - | - | - | - | - | - | - | - | - | **3** |
| Legal and Democratic Services | 2 | - | - | 2 | - | - | - | - | - | - | - | **4** |
| Housing, Revenues and Benefits | 3 | 1 | 1 | 1 | - | 1 | - | - | - | - | -- | **7** |
| Chichester Contract Services | 14\* | 2 | 13 | - | - | 1 | - | - | - | - | - | **30** |
| Culture and Sport | - | 1 | - | 1 | - | - | - | - | - | - | - | **2** |
| Place | 2 | - | 2 | - | - | - | - | - | - | - | - | **4** |
| Communication, Licensing and Events | 4 | - | - | 1 | - | - | - | - | - | - | - | **5** |
| Property and Growth | 1 | - | - | - | - | - | - | - | - | - | - | **1** |
| **Totals** | **31** | **15** | **26** | **7** | **1** | **6** | **0** | **0** | **0** | **0** | **0** | **86** |

\* Includes 4 casual members of staff who moved from zero hours contracts onto permanent contracts.

**Table 3.5 Leavers by Division and Grade as at 31.3.22**

A total of **85** staff left the organisation between 1 April 2021 and 31 March 2022 (excluding casuals). **36** staff left the organisation the previous year.

| **Grade / Division** | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **J+** | **Total** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| SLT | - | - | 1 | - | - | - | - | - | - | - | - | **1** |
| Development Management | 3 | - | - | 2 | - | - | - | - | - | - | - | **5** |
| Planning Policy | - | - | - | - | 1 | - | 1 | 1 | - | 1 | - | **4** |
| Environmental and Health Protection | - | - | 1 | 1 | 1 | - | - | - | - | - | - | **3** |
| Communities and Customer Services | 3 | 4 | 4 | 2 | 2 | - | - | - | - | - | - | **15** |
| Financial Services | 1 | 1 | - | 2 | - | 1 | - | - | - | - | - | **5** |
| Business Support | - | 4 | 2 | - | - | - | - | - | - | - | - | **6** |
| Legal and Democratic Services | - | - | - | 2 | - | - | - | - | - | - | - | **2** |
| Housing, Revenues and Benefits | 1 | 3 | 1 | 4 | 4 | 1 | - | - | - | 1 | - | **15** |
| Chichester Contract Services | 7 | 3 | 7 | - | - | - | - | - | - | - | - | **17** |
| Culture and Sport | - | - | - | - | - | - | - | - | - | - | - | **0** |
| Place | 1 | - | 1 | - | - | - | - | - | - | - | - | **2** |
| Communication, Licensing and Events | 3 | 1 | - | 2 | 1 | - | - | - | - | - | - | **7** |
| Property and Growth | 1 | - | 1 | - | - | - | - | - | 1 | - | - | **3** |
| **Totals** | **20** | **16** | **18** | **15** | **9** | **2** | **1** | **1** | **1** | **2** | **0** | **85** |

**Table 3.6 Leavers by Reason for Leaving as at 31.3.22**

| **Division/Reason for Leaving** | **Retirement** | **Service Efficiency** | **Resignation** | **Ill Health** | **Death in service** | **Dismissal** | **Redundancy** | **End of FTC** | **Total** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| SLT | - | - | 1 | - | - | - | - | - | **1** |
| Development Management | 2 | - | 3 | - | - | - | - | - | **5** |
| Planning Policy | - | - | 4 | - | - | - | - | - | **4** |
| Environmental and Health Protection | - | - | 3 | - | - | - | - | - | **3** |
| Communities and Customer Services | - | - | 14 | - | - | 1 | - | - | **15** |
| Financial Services | 2 | - | 3 | - | - | - | - | - | **5** |
| Business Support | 1 | - | 4 | 1 | - | - | - | - | **6** |
| Legal and Democratic Services | - | - | 2 | - | - | - | - | - | **2** |
| Housing, Revenues and Benefits | 3 | - | 11 | - | - | - | 1 | - | **15** |
| Chichester Contract Services | 1 | - | 13 | - | - | 3 | - | - | **17** |
| Culture and Sport | - | - | - | - | - | - | - | - | **0** |
| Place | - | - | 1 | - | - | 1 | - | - | **2** |
| Communication, Licensing and Events | - | - | 7 | - | - | - | - | - | **7** |
| Property and Growth | 1 | - | 2 | - | - | - | - | - | **3** |
| **Totals** | **10** | **0** | **68** | **1** | **0** | **5** | **1** | **0** | **85** |

**3** members of staff were dismissed during 2021/22 for conduct related incidents (2 more were dismissed under the Council’s Absence Management Policy – see below). There was **1** redundancy in the period.

The Equality Act requires us to demonstrate that we manage all staff equally irrespective of whether they have a protected characteristic. We can assess this by reviewing disciplinary action that has taken place and comparing the number of disciplined staff with a protected characteristic against those who do not have one. Figures for 2021/22 show that **9** staff have been issued with a Formal Warning under the Council’s Disciplinary & Contract Termination Policy and **8** have been issued with a Final Written Warning. None of these staff had a disability or any protected characteristics. In addition, we also undertook **2** probationary disciplinaries. We had 1 appeal against a Final Written Warning, the outcome of which was upheld by the appeal panel. **31** absence cautions were issued, and **5** Final Written Cautions were issued. We had **2** absence management related dismissals, both of which went to appeal, but the outcomes were upheld by the panels. **2** capability stage 1 cautions were issued in the period and **1** stage 2 caution was also issued.

**Table 3.7 Turnover**

| **Year** | **2015/16** | **2016/17** | **2017/18** | **2018/19** | **2019/20** | **2020/21** | **2021/22** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Turnover** | 7.42% | 10.13% | 9.27% | 14.16% | 9.16% | 0.82% | 16.61% |

Turnover in 2020/21 was considerably lower than usual, most likely due to Covid 19 impacting on recruitment and staff not wanting to leave their current employment. However, as pandemic rules have eased, and the employment market has become buoyant, more staff are looking to move to other employers or have a change in direction. This has led to much higher turnover as staff look at work/life balance, career changes and generally other opportunities within the employment market.

**Table 3.8 Sickness absence by Division as at 31.3.22**

| **Division** | **Number of Sickness Days** | **FTE** | **Average Number of Sick Days** |
| --- | --- | --- | --- |
| SLT | 0 | 7.00 | 0 |
| Development Management | 125.83 | 52.05 | 2.42 |
| Planning Policy | 49.5 | 13.47 | 3.67 |
| Environmental and Health Protection | 37.5 | 30.53 | 1.23 |
| Communities and Customer Services | 537.63 | 53.61 | 10.03 |
| Financial Services | 254.66 | 19.81 | 12.86 |
| Business Support | 395.95 | 39.19 | 10.1 |
| Legal and Democratic Services | 32.04 | 13.32 | 2.41 |
| Housing, Revenues and Benefits | 648.33 | 61.23 | 10.59 |
| Chichester Contract Services | 1139.5 | 144.47 | 7.89 |
| Culture and Sport | 98.13 | 11.43 | 8.59 |
| Place | 140.65 | 19.04 | 7.39 |
| Communications, Licensing and Events | 152.3 | 14.88 | 10.24 |
| Property and Growth | 122 | 13.79 | 8.85 |

**Table 3.9 Sickness Absence**

| **Year** | **2016/17** | **2017/18** | **2018/19** | **2019/20** | **2020/21** | **2021/22** |
| --- | --- | --- | --- | --- | --- | --- |
| Sickness absence (average number of sick days per employee per year) | 9.24 | 9.44 | 6.6 | 7.97 | 5.45 | 7.54 |

During the review year **13** members of staff had more than 50 days sickness. Of these, **5** staff have now left the organisation and 4 are back at work. Long term sickness absence continues to be very actively managed. Our current target is 7 days.

**Table 3.10 Staff from a Non-White Ethnic Background as at 31.3.22**

| **Year** | **2016/17** | **2017/18** | **2018/19** | **2019/20** | **2020/21** | **2021/22** |
| --- | --- | --- | --- | --- | --- | --- |
| % Of staff from a non-white ethnic background | 1.67% | 1.44% | 1.49% | 1.47% | 1.66% | 1.48% |

We have **8** staff: 1.48% of the workforce (excluding casuals) with a non-white ethnic background.

**Table 3.11 Staff with a Disability as at 31.3.2022**

| **Year** | **2016/17** | **2017/18** | **2018/19** | **2019/20** | **2020/21** | **2021/22** |
| --- | --- | --- | --- | --- | --- | --- |
| % Of staff with a disability | 4.69% | 5.41% | 4.66% | 9.57% | 8.7% | 7.95% |

We have **43** staff: 7.95% of the workforce (excluding casuals) with a disability. However, this only includes staff who have declared a disability. The figure may be much higher.

The Council gained Disability Confident status in 2018. As part of this commitment any applicant with a disability is guaranteed an interview if they meet the essential job criteria for the job vacancy concerned.

**4. Consultations**

We believe in giving local people a voice and an opportunity to influence important decisions. We carry out regular consultations to give people the chance to have their say, so that we can listen and learn from local people before decisions are made or priorities are set. Below is a list of consultations that have taken place this year.

| **Consultation Project** | **Date(s)** | **Objective** | **Consultees** | **How this consultation contributed to decision-making** |
| --- | --- | --- | --- | --- |
| Novium Museum – 10th Anniversary Print | Dec 2021 – 25 Jan 2022 | To mark the museum’s 10th birthday, the team asked visitors to select their preferences from a selection of images. | Visitors to the museum | The most popular images were used as part of the museum’s special 10th anniversary print. |
| Housing, Revenues and Benefits Staff Survey | 10 – 28 Feb 2022    2 – 28 Nov 2022 | To ask staff working in the Housing team and the Revenues and Benefits team for feedback on recent divisional meetings. | Staff | Results provided to Divisional Manager so that feedback and suggestions can be considered for future meetings. |
| Building Control service Customer feedback | 8 June – 15 Aug 2022 | To ask for customer feedback on their experience of using the Building Control service to help the team determine whether improvements could be made. | Building Control customers | The feedback was provided to the service area for consideration. |
| Housing Advice form Customer feedback | 23 June – 16 Sept 2022 | To gather user feedback on the Housing Advice form on the council’s website to help the team determine whether improvements could be made. | Housing Customers | The feedback was provided to the service area for consideration. |
| Housing Register form Customer feedback | 23 June – 16 Sept 2022 | To gather user feedback on the Housing Register form on the council’s website to help the team determine whether improvements could be made. | Housing Customers | The feedback was provided to the service area for consideration. |
| Novium Museum Visitor Evaluation — the Art of Chichester exhibition | 28 June 2022 to present | To gather feedback about this exhibition, the museum, and the Tourist Information Centre. | Visitors of the Novium Museum | This consultation is still ongoing. |
| Chichester Summer Street Party 2022 evaluation | August 2022 | To gather feedback about the event. | Visitors to the event | The feedback from the survey was given to the events team and suggestions and feedback considered for the next event. |
| Climate change events survey | 14 Sept – 14 Oct 2022 | As part of the council’s Climate Emergency Action Plan, the council is planning a new climate change event for residents in early 2023. This survey asked residents what topic they would like this event to cover and when and where they would prefer the event to take place. | Residents | The results of the survey were passed to the Environmental Strategy team and were used to inform the topic, location, and timings of the forthcoming event. |
| Development Management — Customer feedback | 17 Nov 2022 to present | To ask for customer feedback on their experience of using a range of Development Management services. | Development Management Customers | This consultation is still ongoing. |

Each major consultation has a Communications Plan associated with it, which highlights how we intend to raise awareness and target those who may be particularly affected. We use a wide variety of ways to communicate with people, including our ‘Let’s Talk’ panel, emails, social media, our website, exhibitions, focus groups, the local media and community groups. To find out more about how we consult with people, please visit [www.chichester.gov.uk/letstalk](https://www.chichester.gov.uk/letstalk)