

ANNUAL REPORT ON EQUALITIES 2018

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Annual Report on Equalities 2018

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.

Our current Equality Strategy runs from 2017-21, and is a council-wide strategy, outlining our equality commitment to staff and members of the public. It sets out the measures the council is taking in order to meet the requirements of the Equality Act 2010.

Our Objectives

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

1. Customer Knowledge

We will gather evidence on the profiles of our communities using a range of data sources and working in partnership with others. We will use this data to inform the types of services we offer and the most effective methods of delivery. We will work to understand who our customers are, who uses our services and who doesn't and why. We will address any gaps in our customer profile by working with local groups in the community to understand the reasons behind non take up of services.

2. Economy and Employment

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 that our staff are adequately trained in equality and diversity matters.

3. Inclusion

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

4. Accessibility

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 for the vulnerable including any protected groups and those who may be disadvantaged in any way. During our decision making processes we also consider the possible impact on a community in relation to a number of particular risks concerning housing/benefits, economy/recession, public sector funding and policy shifts, demographics and environmental issues.

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

2. Progress against our Equality Objectives

Equality Objective One - Customer Knowledge

Action	Update	Lead officer
Youth Engagement – ‘Ideas into Action’	This year, the “Ideas into Action” project has been delivered for the first time in a secondary school; The Academy, Selsey. The programme encourages young people to have a better understanding of their local area, their views of it, and the issues they think need action. They then form political parties around those issues and officers undertake a mock election where those parties champion their cause and seek votes. The winning party in Selsey went on to deliver a “Wheelie fun day” for the community to help promote road safety in the area.	Jo Losack
Youth Engagement – ‘Five Ways to Wellbeing’	This programme for schools teaches five key skills, designed to develop emotional resilience, prevent stress and reduce the likelihood of developing mental illness. The programme was delivered in 9 primary schools and 2 secondary schools this year. Monitoring takes place to capture the progress of pupils who have undertaken the session, which also helps us to understand young people’s perceptions of their own mental wellbeing.	Elle Henshaw
Think Family Neighbourhoods	This element of the West Sussex County Council (WSCC) “Troubled Families” project is focused on nominated neighbourhoods. In Chichester these are; Chichester East, Chichester South, Selsey North and Tangmere. The project has supported the development of CARE; a residents group in Charles Avenue. Plans for the community hub building are underway and it is hoped this will be open early 2019. Swanfield Park Resident Involvement Group (SPRING) has completed refurbishment of the community centre and now provide a youth facility for the area. We have delivered safeguarding training to the volunteers running the club so they can easily recognise signs of abuse in order to protect the children who attend. We are extending the reach of the project to other areas in need of support and have been working in Holmbush in Midhurst to improve the play area to make it fit for purpose and encourage its proper use.	Pam Bushby
Think Family / Integrated and Earliest Help Service (IPEH)	This year, the WSCC transformation for children and family services saw continued implementation of the IPEH service, which has incorporated the Think Family keyworker team. CDC continues to support this work and sits on the Advisory Board to ensure Chichester families have access to the right support at the right time.	Pam Bushby
Community Wardens	Community Wardens work in specific areas, focusing on the welfare of the environment and local community. They continue to support Think Family Neighbourhoods work by identifying issues and helping the Community to resolve them in a sustainable way. Community wardens support initiatives in their areas for vulnerable residents, including welfare visits for the elderly and community watch schemes. They also support the Ideas into Action project and are actively involved in any groups in their areas. This year the Community wardens have provided a presence in the City centre; supporting work with rough sleepers and making sure the City centre is a safe place.	Pam Bushby
Chichester Wellbeing	Our Wellbeing service is planned and reviewed annually using current data sets to ensure it is targeted to the communities and groups most in need. New clients are asked about any additional needs they might have for support to access information and we are able to offer resources suitable for people with a learning difficulty.	Elaine Thomas

Action	Update	Lead officer
Social Prescribing	In 2018, the Wellbeing Service has worked with GPs and other partners through Local Community Networks to target services in a coordinated way to those most in need. Using local data and national examples of best practice a new jointly funded Social Prescribing service has launched, focusing on patients with non-medical problems who are referred for support to manage debt and benefits concerns, housing issues and access to community groups to reduce isolation.	Elaine Thomas
Careline Service – Customer Data	Careline holds secure data of all its clients to enable the service to call emergency services and contacts at all times of the day and night. Careline also holds access information to allow emergency services quick access into clients' homes. Reports can be taken of the call history and will show any change in call patterns which indicate a decline in health and these will be reported to the appropriate authority.	Brenda Jackson
Revenues and Benefits – Customer Data	The Revenues and Benefits Team collect and monitor equality data from customers. This enables us to ensure our schemes remain accessible to all and that future development of schemes is relevant and targeted to those that require assistance and/or to any underrepresented group as appropriate.	Marlene Rogers
Chichester District Parking Forum	The Forum continues to have the Chichester Access Group as one of its key members, contributing regularly to discussions.	Tania Murphy
Registered Provider Partner Meetings	CDC hosts an annual meeting with its Registered Provider Partners, where we share information about housing requirements for the district. This includes the need for suitable accommodation for downsizers, wheelchair accessible units and suitable homes for households looking to set home for the first time.	Holly Nicol

Equality Objective Two - Economy and Employment

Action	Update	Lead officer
Facilities Team – Operational Buildings	This year, the Facilities Team tendered for a new contract for cleaning of the Council's operational buildings. The team ensured any prospective tenderers were aware of their employment and service delivery responsibilities required to meet the Council's legal duties under current Equalities legislation.	Andy Buckley
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
Pay Review	The Council is currently implementing a major Pay Review that involves all council posts on national terms and conditions being reviewed and job evaluated. This is expected to result in a new pay grading structure coming into effect from April 2019. The Pay Review will further check that the Council is paying staff fairly. Each job has had a new Job Profile written and staff were consulted about the profile for their post. Independent analysis has taken place on the outcomes of the review, including the effects on individuals and the rationale behind the proposed new pay structure. Feedback has been positive regarding equalities considerations.	Tim Radcliffe & Andy Buckley

Action	Update	Lead officer
Workforce Development	Our Workforce Development Plan includes several schemes for development of our staff; the Talent Management Policy, Trainee and Placement Scheme, High Potential Development Scheme and Mentoring Scheme. With the current Workforce Development Plan coming to an end in 2018, we have begun work on a refreshed version, renewing and updating our commitment to developing and supporting all our staff.	Tim Radcliffe
Staff Wellbeing	Our Wellbeing team provide support for staff to improve their lifestyle through healthy eating and regular exercise and in particular to manage and reduce stress. We have delivered mindfulness courses to staff and are introducing a stress self-assessment tool, Wellness action plans and training for managers. Wellbeing staff all undertake reflective practice and ongoing development as practitioners to ensure they offer a quality service to their clients.	Elaine Thomas
Safety Advisory Groups	The Licensing Team continue to Chair and Co-ordinate Safety Advisory Groups bringing together key partners such as Emergency Services, Highways and Environmental Health to advise event organisers on staging safe and successful events delivering benefits to the local economy and social, community and cultural benefits to the district.	Laurence Foord
Health Protection – Support for food businesses	The Health Protection Team produces a quarterly e-publication for food businesses including relevant news and information. This provides a summary of any new legislation which may affect them, recent court cases, technical advice and seasonal themes. An article drawing operators’ attention to their duty to make “reasonable adjustments” to cater for disabilities has also been included.	Lauren Dyer
Health Protection – Health and Safety Training	The Health Protection team have undertaken a project to help protect the health of staff working on industrial estates. The team have provided health & safety training and advice, signposting to other support and discussed any safety concerns businesses had. Sessions were run on risk assessment and implementing controls, manual handling assessments, chemical risk assessments, stress management for the company and individual, workplace transport and asbestos management. Training based in Chichester and Midhurst was attended by 157 people and feedback was very positive.	Lauren Dyer
Business Contact Programme	In 2018, the Economic Development Service has directly assisted 271 businesses and attended over 50 business networking meetings. Our support service is available to all sizes and types of business. Working closely with local business agencies and membership organisations, we also deliver an effective referral process to ensure that our businesses receive the help required to support economic prosperity within the district. As a result of the business support programme, we have helped to protect over 332 jobs and create 61 new ones.	Melanie Burgoyne
Retail Training Programme and Shop Front Grants Support	The Economic Development Service was successful in securing £168,800 from the West Sussex Pooled Business Rates Fund, to deliver a specialised programme of support to independent retailers in the high streets of Chichester City and Petworth, Midhurst, Selsey, and East Wittering town centres. The training programme consists of 30 workshops, 92 in-store training sessions, and £90,000 funding to assist retailers with improvements to their shop fronts. To date, fifty two independent retailers have benefitted from the training programme.	Melanie Burgoyne
Building Services	The Building Services team provides project and contract process support to other service areas and ensures that as part of the tender evaluation process tenderers are aware of their responsibilities required to meet the Council’s legal duties under current equalities legislation. Planned Corporate capital and revenue projects and maintenance projects will also continue to consider accessibility initiatives wherever possible.	John Bacon

Action	Update	Lead officer
Legal and Democratic Services	All lawyers supporting committee reports and democratic services officers have equalities training including application of the Equalities Act to ensure that reports to committee (and any supporting documents including impact assessments) are Equalities Act aware and compliant. Lawyers advising Councillors apply their Equalities Act training when giving advice and encourage proper transparency so observers can understand how the Act has been applied. All lawyers are required to maintain awareness of the Equalities Act as part of their ongoing competence requirements under the Solicitors Regulation Authority. On claims against the Council that include assertions of Equalities Act failings the Council obtains external specialist legal advice from firms whose primary focus is Equalities. Specific specialist annual training for committees with a quasi-judicial function includes Equalities Act training to ensure that the application of any Equalities advice given is considered against the issues relevant to those committees.	Nick Bennett
Business Grants	The Economic Development Service delivers a grants programme to assist small and independent businesses. In 2018, the scheme has supported a further 39 small and independent businesses; 8 based in the north of the District, 16 in the south and 15 in Chichester City. These grants have assisted businesses with their development growth plans, as well as protecting existing jobs and creating new job opportunities.	Melanie Burgoyne
Commercial Planning Applications	The Economic Development Service has responded to all commercial planning applications to promote business growth in the district, particularly focusing on protection of employment floor space, retaining and creating new jobs. Through this, we have supported expansions of business premises and the retention of commercial use on properties where change of use to residential was proposed.	Melanie Burgoyne

Equality Objective Three - Inclusion

Action	Update	Lead officer
Environmental Protection	Environmental Protection is a universal service available to all residents of the district. Individuals identified with 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.	Alison Stevens
Grants	The Council continues to provide Discretionary Grants to businesses, charities and other voluntary and community sector organisations. We recognise that third parties are often better placed to deliver the Council's objectives in a more appropriate manner for certain beneficiaries than a service directly delivered by the Council. The Council has sustained its grants priorities for 2018/19 and these include "Targeted Projects - where the primary benefit is to those in greatest need". While projects had typically been focussed on the Council's Think Family Neighbourhoods, a number of successful applicants have demonstrated specific needs for their beneficiaries in additional locations, or spread across Chichester District. Full details of grants allocated in the year can be found on the Council's website.	Dave Hyland
Community Led Housing	The Council continues to work with community groups to help meet their communities' housing needs. This year, a grant was provided to The Dears Trust towards securing planning permission for 4 bungalows for older people.	Holly Nicol

Action	Update	Lead officer
Community Cohesion	There has been a slight rise in traveller incursions in the district this year but these have been managed as quickly as possible through positive engagement with the groups. Community tensions around the gypsy and traveller transit site continue to be monitored and managed by a regular meeting with local businesses and residents. As a result of this meeting wooden posts have been installed along the verge close to the site to prevent illegal parking. The site continues to be well used and has received positive feedback from families accessing it. Community tensions in general are monitored by the Joint Action Group and any issues are managed in a multi-agency way. This year the Velo South cycling event caused some tension in the areas along the proposed route and this was monitored and managed through a multi-agency response.	Pam Bushby
Exploitation	This year we established the Arun and Chichester Serious Organised Crime Group which includes a number of CDC departments as well as partners. The group's key priorities are County lines and cuckooing (drug dealers from London who come to Chichester District, target vulnerable drug users, take up residence in their homes and then deal drugs from the property, often using violence or threats of violence to stay at the property). We continue to support Sussex Police to identify properties that could be at risk of cuckooing and get community intelligence about the dealers. Training has been delivered to a number of volunteer groups this year and this training continues.	Pam Bushby
Chichester Wellbeing	Wellbeing and Social Prescribing are universal services for all adults. Staff have training in equalities and are aware of protected characteristics. The service can be adapted to accommodate the needs of individuals if necessary e.g. home visiting. This year we have worked with the Chichester Dementia alliance to encourage local businesses to become dementia friendly and recognise the needs of these customers. Everyone Active are repeating their open day for people living with Dementia to try out classes and activities free of charge.	Elaine Thomas
Air Quality Action Plan	The Air Quality Action Plan continues to deliver actions for residents of Chichester. The 3 air quality management areas are mainly associated with vehicle emissions and, as such, pollution will tend to impact more on housing close to busy roads. Poor air quality also tends to impact on the health of those with pre-existing respiratory and circulatory health issues and in particular the very young and elderly. The actions in the plan aim to improve air quality and/or inform persons or their carers about poor air quality to enable better management of health conditions.	Alison Stevens
Litter Enforcement	Following a trial in 2017/18, we are beginning a new 3 year agreement with East Hants District Council to carry out litter enforcement in Chichester District. This will involve patrolling officers issuing fixed penalty notices (FPNs) to litter offenders. As established during the trial, the policy for the scheme allows that children under 18, although they may be given a ticket, will not be charged if they can produce ID to show they are under 18. Certain groups will also not be given FPN such as; offenders 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.	Alison Stevens
Taxi Licensing – Knowledge Test	All new applicants for a private hire or hackney carriage driver licence must sit and pass all relevant sections of a knowledge test. The test is designed to check understanding of taxi/Private Hire law, the Council's own policy and requirements, the Highway Code and road signs, basic literacy and numeracy and local knowledge of the district. Support is made available for candidates who do not have English as their first language or who have specific needs. Background information and guidance notes are also available on our website.	Laurence Foord

Action	Update	Lead officer
Licensing – Immigration Controls	The council's Licensing Team continues to undertake the statutory requirements of the Immigration Act 2016. This includes liaison with the Immigration Enforcement Team. Advice, guidance and information has been published and made available for licensing applicants. Officers regularly explain these requirements to applicants.	Laurence Foord
Local Council Tax Reduction Scheme	The Council Tax Reduction Scheme which helps people on low incomes with the cost of their Council Tax continues to maintain levels of support that have existed since the introduction of local schemes in 2013. In 2018 a new class was introduced for customers in receipt of Universal Credit. Support for this class is calculated with reference to income bands rather than by the means test that applies to other classes. This change aims to maintain levels of support while simplifying the scheme making it easier to understand and more cost effective in administration. The 2019 scheme remains largely unchanged other than some minor amendments aimed at further simplifying administration while maintaining levels of support to those on low incomes in the District. The discretionary policy that sits within the scheme has been amended to include <u>young care leavers as a vulnerable group</u> .	Marlene Rogers
Discretionary Housing Payments Scheme	The Discretionary Housing Payments (DHP) Scheme aims to assist customers facing financial hardship when their normal Housing Benefit or Universal Credit award does not cover their full housing costs. The aim of the policy is to support those that are vulnerable, particularly those with protected characteristics and to reduce the risk of homelessness. Welfare reforms such as the benefit cap, the social sector size criteria, local housing allowance rate restrictions, the Homelessness Reduction Act and the roll out of universal credit have all increased the demand on DHPs. The DHP policy aims to assist people on a short term basis to enable them to manage the shortfall in their housing costs whilst working towards a longer term solution. Where appropriate, people will be signposted to additional support.	Marlene Rogers
Corporate Debt Recovery Policy	Following the approval of the Corporate Debt Recovery Policy in September 2017 changes have been implemented to the way the Council pursues its debts. The Council is now better able to identify and assist vulnerable customers or signpost them to supporting agencies, if appropriate. Improved internal communications have been established to ensure a more co-ordinated approach at the earliest possible stage in the debt recovery process so that customers with multiple debts are better informed. 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. This policy promotes good practice and has been designed to <u>provide effective assistance in allowing customers to meet their payment obligations</u> .	Paul Jobson
Careline Service	The Careline Service supplies, monitors and responds to personal alarms and equipment which supports people to manage their care needs in a way that promotes independence. On initial visit to a client's home, Careline will assess their needs to determine what equipment is best suited to them. Subsequent visits can be arranged if the client's health deteriorates. Careline also supply and monitor GPS devices to support clients with memory loss to carry on their everyday life, including going out and about. There is no age barrier for this service. In the last year, Careline have offered the service free for 13 weeks to allow people to try it, before deciding whether it suits their needs.	Brenda Jackson
Planning Policy	As part of the process for producing key Planning Policy documents, Equality Impact Assessments (EIAs) are carried out to ensure the effects of policies on all groups with protected characteristics have been considered. This year an EIA accompanied the Site Allocation Development Plan document that was finally adopted in January.	Mike Allgrove

Action	Update	Lead officer
Revenues and Benefits Customer Services	From 1 April 2018 a customer contact team has been introduced in the Revenues and Benefits service. A new telephone service enables customers to select an option ensuring their query can be dealt with as efficiently and effectively as possible. The team will gradually become skilled across all aspects of revenues and benefits work which will ensure complex and multiple enquiries can be dealt with at the first point of contact. This will be especially helpful to vulnerable customers who may have complex needs across different areas of revenues and benefits. Customers are still able to speak to a member of staff by visiting the offices and where appropriate discuss their requirements in a private interview room. Efficiency improvements have released staff resource to assist vulnerable customers and those who do not have access to online services.	Paul Jobson
Universal Credit	Universal credit (UC) full service was introduced across the district on 4 July 2018. From this date, and with some exceptions, new working age claimants (including existing customers with a break in one of the legacy benefits) are required to claim Universal Credit. Prior to the live roll out a magazine giving information about Universal Credit was sent to every working age household in the district. 6 customer-facing computers were made available in the main reception area of East Pallant House and the Revenues customer contact team provide customers with Assisted Digital Support (ADS) in creating a digital identity, an online UC claim and email address where required, and managing and responding to notifications. Claimants who required assistance with Personal Budgeting Service (PBS) were referred to Citizens Advice Bureau (CAB) for assistance. From April 2019 CAB for the Chichester and Arun District are piloting a solution to provide both aspects of UC claimant support (ADS and PBS). The Housing service has recruited Tenancy Sustainment Officers and a Housing Welfare Officer to work with claimants and assist them in managing and maintaining their UC payments and household budgets.	Marlene Rogers and Marie Grele
Homelessness Prevention	Under the Homelessness Reduction Act, the Council is required to complete robust Housing Needs Assessments (HNA) where applicants are homeless or threatened with homelessness within 56 days. The HNA evaluates the causes of homelessness and the support and housing needs of the household. A Personal Housing Plan based on the identified causes, needs and support is agreed with applicants in an effort to relieve or prevent homelessness.	Marie Grele
Disabled Facilities Grants	In 2018 the Council began awarding Discretionary Disabled Facilities Grants which offer a far wider range of adaptations than has been offered before. The new grants include Hospital Discharge, Relocation Grants and Tech Grants and can 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. The increased flexibility around how funding may be used is helping to residents remain in their homes for longer.	Elizabeth Reed
Temporary Accommodation	In December 2018, Cabinet approved the redevelopment of a property purchased last year to provide additional temporary accommodation. The scheme will be designed to flexibly meet the short term needs of homeless households including large families, vulnerable single people and those needing wheelchair access, whilst their long term housing needs are being assessed.	Holly Nicol
Health Protection – Food Hygiene Training	It is a legal requirement that those handling food or operating food businesses are trained to an appropriate level in food safety. We offer nationally recognised and certified training courses for businesses including examination papers in various languages and bespoke training in food premises out of office hours should that be required.	Lauren Dyer

Action	Update	Lead officer
Foreign Language Translation	We have a variety of translation and interpretation services available to those who speak a language other than English so that they can access our services. Staff who speak a second language are listed on our intranet and assist when required. We also have contracts with suppliers for translation and interpretation services.	Sarah Parker
Choose Work Programme	Choose Work Coordinators work with people seeking assistance in gaining employment, such as writing CVs, preparing for interviews or building confidence through volunteering or work experience. The Homelessness Reduction Act has meant more clients signposted to Choose Work from the Housing Team. The team also works to identify and engage clients in rural communities, including Engagement Days in the north of the district and meeting with clients in a range of locations. Choose Work is supporting “Be the Change”; a local project aiming to inspire young people about their future potential and refocus their attainment in school using mentors from local businesses.	Dave Hyland
British Parking Association Safer Parking and Disabled Parking Accreditation	The British Parking Association Safer Parking accreditation has been in place for a number of years in Chichester city car parks and, more recently, has been achieved in the majority of our rural car parks, providing assurances to customers from a safety perspective. Feedback (particularly from older customers) suggests this is an important consideration to them. Assessments have also been undertaken for the Disabled Parking Accreditation, with eleven car parks now accredited under this scheme. The scheme requires car park owners/operators to adopt an active management strategy to ensure minimal disabled bay abuse, facilities are suitable for disabled people and recognition is given to the extra time taken by disabled people in the form of a concession.	Tania Murphy
Town and City Centre Co-Ordination - Sea's The Day	This project is funded by the Heritage Lottery Fund with the aim of re-engaging Selsey with its fishing heritage. A short film is being produced, with film material being researched, co-produced and co-edited by four young people from Selsey aged 18-24. This includes participants who are 'Not in Education, Employment or Training' (NEETs), or who are not in constant employment. The young people have been offered Bronze level Arts Award training as part of this and are developing a number of transferable skills such as teamwork, communication, leadership and project management. The young people have shown potential which has been recognised by the company assisting with the project and there may be further opportunities in some cases.	Tania Murphy
Health Care and Carer Permits	The Parking Services team continue to administer Health Care and Carer permits for people working in healthcare services who need to visit people receiving care in their 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.	Tania Murphy
Community Bus Bays	Several bays for Community Buses are provided within council-owned car parks for use by organisations who often transport older, frail or disabled residents around the district. The bays provide a designated location for these customers to be safely dropped off and collected.	Tania Murphy
Recycling Advice and Guidance	Residents in Chichester District can recycle a range of items which can be placed in the household recycling bin and other items can be taken to the local household waste recycling site. The Waste and Recycling Team provides information, advice and guidance on what can and cannot be recycled in a variety of ways and communication channels to ensure the information is accessible to all residents. To ensure that those who speak languages other than English can access this information, the team are working with the West Sussex Waste Partnership to translate existing recycling communication material into foreign languages.	Kevin Carter

Action	Update	Lead officer
Assisted Waste Collection Service	Our domestic waste collection service requires householders to place bins at the boundary of their property on each 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
Changing Places Public Convenience	Changing Places is an organisation that campaigns on behalf of people who cannot use standard accessible toilets, including those with profound and multiple learning difficulties and their carers. The Council provides a fully equipped Changing Places facility in the public convenience building in Northgate car park, Chichester.	Tania Murphy & Kevin Carter
Tower Street Public Conveniences	The Place and Contract Services teams are working together on a planned refurbishment project for our public conveniences in Tower Street, Chichester. The scheme was approved by in October 2018. The site currently does not meet the requirements of the Equality Act and one objective of the project is to ensure it will be compliant once the refurbishment works are completed. The design will be developed in consultation with Chichester Access Group.	Tania Murphy & Kevin Carter
The Novium	The Novium provides a high standard of public access for disabled users. A full accessibility guide is available on the website for people wanting information about the site before they visit. When planning new exhibitions, we continue to work with Chichester Access Group to ensure that they are as inclusive as possible with content aimed at varied audiences with a range of physical and intellectual disabilities. Museum workshops are available for people with dementia and their carers and we provide a range of talks, displays and events in the community for those who may be unable to reach the museum. This year, for the Bricks Britannia exhibition, Autism friendly sessions were introduced which allowed visitors with autism and their families to visit the exhibition and take part in activities before the museum opened to the public. We continue to offer an active and expanding volunteer programme, open to all age groups and abilities along with work placements to support people back into employment and work experience placements for local students.	Sarah Peyman
Walking Netball / Football	Weekly walking netball and football sessions take place at Westgate, Chichester and walking football sessions take place every week at The Grange, Midhurst.	Sarah Peyman Everyone Active
Sport in the Community	The Sport in the Community (SITC) programme continues to offer quality and affordable sports sessions with multisport, hockey and netball camps delivered in Chichester, Midhurst, and Southbourne. This year an Alex Danson masterclass camp was introduced, offering a higher level of coaching for more advanced players looking to enhance and develop their hockey skill sets. Partnership work with local Registered Social Landlords, West Sussex County Council, and schools in Think Family Neighbourhoods, saw referrals made onto the programme at no cost to the participants. Schools in Think Family Neighbourhoods were targeted for involvement in the Everyone Active School Sports programmes in collaboration with the West Sussex School Sports Partnership. A series of SITC doorstep sessions were delivered across the District as part of an Outreach programme. The SITC programmes benefit from student coaching provided by the Chi Active Partnership, allowing us to provide sustainable and efficient projects, at the same time supporting the development of coaching practitioners and building a workforce for the future.	Sarah Peyman Everyone Active

Action	Update	Lead officer
Get Active Festival	The 2018 Get Active festival involved over 35 different sports and activity organisations from the local area, offering free taster sessions for the whole family.	Sarah Peyman Everyone Active
Leisure Centres – Everyone Active	<p>The Active for Health scheme continues to go from strength to strength with more than 4500 sessions each year delivered to people returning to fitness and recreation. The exercise activity is bespoke to the individual who might otherwise find it difficult to take part in physical activity. Westgate Leisure works closely with medical practitioners to offer this service. Further development of the scheme has seen Cancer rehab classes added to the programme.</p> <p>Fall prevention classes now take place at all three sites with more than 2500 sessions each year. The classes offer exercise, aimed at improving mobility, balance and independence. This can increase confidence in day to day activities and help prevent falls in the future. A Dementia Friendly/Older adult open day with taster sessions including Bowls, Badminton and Swimming was held at Westgate Leisure Centre. This was done in partnership with the Alzheimer’s Society. All 3 leisure centres offer free access to a number of activities for Looked After Children and carers. This is funded by the Council and the leisure centre operator Everyone Active.</p> <p>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:</p> <ul style="list-style-type: none"> • 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 have an effect on 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. <p>The Branching Out Club, operated by Westgate Leisure Centre, is an excellent example of activities provided in partnership. The Club provides short breaks for disabled people each year, offering a variety of activities including sport, song and experiences to children and young people with disabilities. Westgate Leisure operates as a venue for external organisations to offer services to the community. ‘Out There’; a community group which helps those with learning disabilities engage with sport use both the gym and swimming pool.</p>	Sarah Peyman Everyone Active

Equality Objective Four – Accessibility

Action	Update	Lead officer
Careline Service	Careline staff attend coffee mornings, talks and events across the Country to promote Telecare for all ages. Staff also visit clients in their own homes at no cost to discuss the various equipment and services and will, where necessary, signpost clients to other services. Careline have a website for anyone to access and family members or clients themselves can also request home visits via an online portal.	Brenda Jackson
Publications	All press releases are made available on the council's website and our social media sites. We use video for key projects and campaigns and are looking to increase the use of video and audio files. All council publications are available in large print. Our Initiatives Magazine, which is published 3 times a year is also available online, in large print and conforms to the standards of the Plain English Campaign.	Sarah Parker
Community Right to Bid	The Community Right to Bid allows communities to nominate buildings or land that contribute to the special wellbeing of their community for Listing as Assets of Community Value. This year, 4 further assets were nominated for listing. If the owner seeks to sell, a moratorium on sale can be imposed to allow the community time to try and purchase the property. This year, 1 asset was marketed for sale and a community asserted their "Community Right to Bid".	Dave Hyland
Chichester Community Network	Chichester in Partnership is developing a new website and online forum called the "Chichester Community Network". The website will provide a place where community groups, local partners and councils can get local information on projects and services, see best practice and promote campaigns. On the forum they will be able to discuss local issues, seek out peers and develop partnership working.	Amy Loaring
Out of Hours Services	The Health Protection team provide their service during evenings and weekends to suit opening hours of food businesses. This includes routinely attending various weekend leisure events across the district to carry out food safety and health and safety inspections. The team also coordinates and contributes to the manning of the councils out of hours emergency service for environmental health and emergency planning issues.	Lauren Dyer
Chichester Wellbeing and Social Prescribing	Wellbeing Advisors work regularly from community venues in the rural areas of the district to ensure people who live in the North of the District can access the service. The Social Prescribing Service, launched in 2018, focuses on patients who need support to manage non-medical problems. Community Referrers are based in GP practices across the district; 2 in the Midhurst, Petworth and Loxwood practices and 2 in the Chichester practices. They also carry out home visits to people who are unable to travel.	Elaine Thomas
Taxi Licensing - Accessible Vehicles	The council publishes a list of designated Wheelchair Accessible Vehicles (WAVs) every six months. All taxis and private hire vehicles listed are licensed to transport a 'reference' wheelchair with dimensions of Height - 1350mm/Length - 1200mm/Width - 700mm and weight (including occupant) - less than or equal to between 250kg - 300kg (this will depend on the maximum load stated on the ramp). The published list of WAVs includes information about the license plate/badge number, vehicle registration, make and model of the vehicle and information identifying the licensed operator(s) so travel arrangements can be made in advance. Advice regarding WAVs and the carrying of assistance dogs along with potential exemptions for drivers is also published on the council's website.	Laurence Foord

Action	Update	Lead officer
Housing Delivery	This year, the council provided grant funding to a registered provider to enable the delivery of a new wheelchair accessible affordable rented unit.	Holly Nicol
Foreshores Service	The Foreshores Service, based during the main summer season at Bracklesham Bay, is responsible for ensuring people with disabilities are able to access the beach. They regularly clear paths and ensure signage is in place to support this.	Alison Stevens
Estates Service	In managing the Council's non-operational properties the Estates team continues to have regard to the needs of various groups within the community. We work with tenants where requested to enable them to provide improved access to premises. The 2 sites on Terminus Road, Chichester where the Council has progressed development of new commercial properties this year, are both fully accessible.	Victoria McKay
ICT - Website	The Council's website conforms to a high level of accessibility as specified by the World Wide Web Consortium (W3C®), W3C/WAI's Web Content Accessibility Guidelines 2.0. We continue to improve accessibility with all our third party web applications. Our use of responsive e-forms, which are accessible across all mobile devices, helps us to make self-service options available to a wider audience. Under the new regulations; 'The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018' we will ensure the website conforms to the international standard, WCAG 2.1 AA and will publish an updated accessibility statement on the website.	Andy Forward
Electoral Services	Electoral Services follow guidance from the Electoral Commission, to ensure there are no barriers to voting for people with a disability and everyone can vote on their own and in secret. All polling stations are equipped with large print ballot papers, tactile voting devices for partially sighted voters and wheelchair accessible polling booths. Electors who need assistance can receive independent unbiased help from the Presiding Officer on duty.	Joanna Ward
Online Waste Services	Online service provision for waste and recycling services continues to be a key objective in order to maximise access to information and services in a user friendly and efficient way. Expanding on the services already accessible online, (collection dates, bulky household waste collection bookings and Garden Recycling Service subscriptions), residents are now able to report a missed bin and purchase new bins online through simple, easy to use forms. It is recognised that not everyone has access to digital services so we have continued assisted self-service functionality which enables our Customer Services Team to complete an online transaction on the resident's behalf. We will continue to monitor the quality of the online user experience and welcome feedback that allows us to make improvements.	Kevin Carter
Revenues and Benefits Online Services	New online services have been introduced for Revenues and Benefits customers this year. Citizens Access – Benefits is a new self-serve option to enable customers to make and maintain a claim for housing benefit and/or Council Tax Reduction online. Customers can submit a new claim, notify us of a change in their circumstances, upload supporting documents and view their notification letters online. Citizens Access – Revenues enables customers to manage and notify us of changes to their Council Tax or Business Rates account online as well as check their banding or valuation, notify us of a change of address, set up and maintain a direct debit, apply for a discount, check payments and view their bills online. Both services are available 24/7 ensuring customers can access their claim or account at a time that suits them and both have improved efficiencies, releasing resource to help vulnerable customers.	Marlene Rogers

Action	Update	Lead officer
Florence Park Wheelchair Access	Working with the Friends of Florence Park, the Green Spaces service has installed a wheelchair accessible swing in the existing play area. This is the first of its kind in the district and aims to make play more inclusive for wheelchair users. The service continues to look at opportunities to improve accessibility and the range of activities on offer.	Kevin Carter
Conservation and Design	The Conservation and Design Team aims to ensure accessibility to our services through engaging with customers in a variety of ways, including online questionnaires, letter drops and public meetings. We invite a wide range of community interests to public workshops and time public exhibitions to include an evening and a Saturday to ensure that as many people as possible can attend, including those in work, and/or with young children.	Mike Allgrove
Parking for disabled customers	To help people with disabilities gain easy access to the City, most pay and display car parks have specially allocated parking spaces. These spaces, along with any others in the pay and display car parks (but not the Avenue de Chartres car park), 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.	Tania Murphy
Blue Badge Parking Enforcement	As part of a crackdown on Blue Badge misuse, Chichester District Council's Civil Enforcement Officers are supporting the Blue Badge team at West Sussex County Council to tackle the issue in Chichester. Trained investigators have been working with Civil Enforcement Officers on special enforcement days to detect and retain Blue Badges which are being used fraudulently. This approach has been successfully trialed across the UK and in neighbouring districts and boroughs. The council's Civil Enforcement Officers have also been trained to spot fraudulent Blue Badges on their daily patrols. 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. This could include spaces near doctors' surgeries, chemists or other community facilities.	Tania Murphy
Shopmobility	Parking Services permit the Shopmobility vehicle to use a number of spaces within one of the city centre car parks to provide the Shopmobility service, which improves access to Chichester city centre, giving greater independence to people with limited mobility. The service is supported in part by grant funding from the Council.	Tania Murphy & David Hyland
Parking Payment Options	During the year a number of parking payment machines were replaced with machines which are fully compliant with the British Standard relating to Parking control equipment (BS 8300). In addition to this the MiPermit payment facility is in place across all car parks to enable payment by phone or app. Whilst Blue Badge holders are able to park free of charge in council car parks there are some older customers who benefit from the machines being designed in this accessible way or being able to use a phone or app to pay for parking without the need to visit a machine. Parking payment machines also provide information in a number of different languages.	Tania Murphy
Leisure Centres – Everyone Active	All 3 leisure centres continue to hold the Inclusive Fitness Initiative status which recognises improved accessibility for disabled people to use the gym and fitness equipment.	Sarah Peyman Everyone Active

3. 2017/18 HR statistics

The data below is for the year 1st April 2017 to 31st March 2018. The data for the 2017/18 reflects the Management structure now in place at CDC. This structure took effect from 1st April 2018, so data from the previous year has been adapted to fit this.

Table 3.1 Staff by headcount (Permanent, Temporary and Fixed-Term) by Division & Grade as at 31.3.18

Grade / Division	1 & 2	3	4	5	6	7	8	9	10	11	12	12+	Total
SLT	-	-	2	1	-	-	-	-	-	-	-	9	12
Development Management	14	6	5	1	6	7	3	5	-	1	-	-	48
Planning Policy	-	-	-	3	2	3	5	-	-	1	-	-	14
Environmental Protection	3	2	2	3	3	6	6	2	1	-	-	-	28
Housing	-	3	1	6	5	5	3	-	-	1	-	-	24
Communities	-	-	-	8	1	-	1	1	-	-	-	-	11
Health Protection and Wellbeing	3	1	7	1	5	2	2	-	1	-	-	-	22
Financial Services	2	2	3	7	2	5	2	2	-	1	-	-	26
Business Support	-	6	6	7	6	11	4	3	-	1	-	-	44
Democratic Services	1	1	1	-	2	3	2	1	1	1	-	-	13
Revenues and Housing Benefits	2	18	11	6	1	2	2	-	1	-	-	-	43
Customer Services and Land Charges	-	15	4	-	-	-	1	-	-	-	-	-	20
Careline	2	26	3	1	1	-	1	-	-	-	-	-	34
Contract Services	57	17	49	5	7	1	1	2	-	1	-	-	140
Culture and Sport	3	2	3	2	3	-	-	1	1	-	-	-	15
Place	2	6	6	1	2	2	-	1	-	1	-	-	21
Licensing, Promotion and Events	4	1	1	7	1	-	-	1	1	-	-	-	16
Property and Growth	1	2	2	3	4	4	3	2	-	1	-	1	23
Totals	94	108	96	62	51	51	36	21	6	9	0	10	554

The staff headcount of 554 translates into 491.25 full-time equivalents (FTEs). This compares to a headcount of 539 and 486.51 FTEs at the 31st March 2017.

Chichester Contract Services (CCS) employ agency staff and throughout the year we employ on average 2 other agency staff each week. Some of the shortfall in filling Planning and Environmental Health posts is met by short term use of qualified agency employees.

Table 3.2 Staff by Gender & Grade as at 31.3.18

Grade / Gender	1 & 2	3	4	5	6	7	8	9	10	11	12	12+	Totals
Male	60	36	47	27	25	29	19	11	2	6	0	5	267
Female	31	77	48	39	29	23	19	10	5	2	0	4	287
Totals	91	113	95	66	54	52	38	21	7	8	0	9	554

For comparison, the total of male staff in 2016/17 was 262 and the total of female staff was 277. The total figure was 539.

Table 3.3 Staff by Age as at 31.3.18

Age Range	0 - 19	20 - 29	30 - 39	40 - 49	50 - 59	60 - 69	70+	Total
Number of staff	4	49	116	152	148	80	5	554

It is important to note from a succession planning perspective that the Council has a significant number of staff over 50.

Table 3.4 Starters by Division and Grade as at 31.3.18

A total of 56 staff joined the organisation between 1st April 2017 and 31st March 2018. This compares to 65 staff that joined the organisation the previous year.

Grade / Division	1 & 2	3	4	5	6	7	8	9	10	11	12	12+	Total
SLT	-	-	-	-	-	-	-	-	-	-	-	-	0
Development Management	-	-	4	-	-	-	-	1	-	-	-	-	5
Planning Policy	-	-	-	1	-	1	2	-	-	-	-	-	4
Environmental Protection	-	-	-	-	-	2	-	-	-	-	-	-	2
Housing	-	-	-	2	2	-	-	-	-	-	-	-	4
Communities	-	-	-	2	-	-	-	-	-	-	-	-	2
Health Protection and Wellbeing	1	-	-	-	-	-	-	-	-	-	-	-	1
Financial Services	-	1	-	-	-	-	-	-	-	-	-	-	1
Business Support	-	-	1	-	-	-	-	-	-	-	-	-	1
Democratic Services	1	-	-	-	1	-	-	--	-	-	-	-	2
Revenues and Housing Benefits	2	5	3	-	-	-	-	-	-	-	-	--	10
Customer Services and Land Charges	-	-	-	-	-	-	-	-	-	-	-	-	0
Careline	-	4	-	-	-	-	-	-	-	-	-	-	4
Contract Services	10	1	3	-	-	-	-	1	-	-	-	-	15

Culture and Sport	-	-	-	-	1	-	1	-	-	-	-	-	2
Place	-	-	-	-	-	-	-	-	-	-	-	-	0
Licensing, Promotion and Events	1	-	-	1	-	-	-	-	-	-	-	-	2
Property and Growth	-	-	-	1	-	-	-	-	-	-	-	-	1
Totals	15	11	11	7	4	3	3	2	0	0	0	0	56

Table 3.5 Leavers by Division and Grade as at 31.3.18

A total of **58** staff left the organisation between 1st April 2017 and 31st March 2018. This compares to **73** staff that left the organisation the previous year.

Grade / Division	1 & 2	3	4	5	6	7	8	9	10	11	12	12+	Total
SLT	-	-	-	1	-	-	-	-	-	-	-	2	3
Development Management	1	-	2	2	-	1	-	1	-	-	-	-	7
Planning Policy	-	-	-	-	1	-	1	-	-	-	-	-	2
Environmental Protection	-	-	-	-	-	2	-	-	-	-	-	-	2
Housing	1	-	-	-	1	-	-	-	1	-	-	-	3
Communities	-	-	-	3	-	-	-	-	-	-	-	-	3
Health Protection and Wellbeing	-	-	-	-	-	-	1	-	-	-	-	-	1
Financial Services	1	1	-	-	-	1	-	-	-	-	-	-	3
Business Support	-	-	-	-	-	-	-	-	1	-	-	-	1
Democratic Services	2	-	-	-	-	-	-	-	-	-	-	-	2
Revenues and Housing Benefits	-	2	1	-	-	3	-	-	-	-	-	-	6
Customer Services and Land Charges	1	3	-	-	-	-	-	-	-	-	-	-	4
Careline	-	-	-	-	-	-	-	-	-	-	-	-	0
Contract Services	13	-	-	-	-	-	-	-	-	-	-	-	13
Culture and Sport	-	-	-	-	-	-	1	-	-	-	-	-	1
Place	-	-	-	-	-	1	-	-	-	-	-	-	1
Licensing, Promotion and Events	1	1	1	-	-	-	-	-	-	-	-	-	3
Property and Growth	-	-	1	-	-	-	1	1	-	-	-	-	3
Totals	20	7	5	6	2	8	4	2	2	0	0	2	58

Table 3.6 Leavers by Reason for Leaving as at 31.3.18

Division/Reason for Leaving	Retirement	Efficiency of the service	Resignations	Ill Health	Death in service	Dismissal	Redundant	End of FTC	Total
SLT	-	-	--	-	-	-	3	-	3
Development Management	-	-	6	-	-	-	-	1	7
Planning Policy	-	-	1	-	-	-	1	-	2
Environmental Protection	-	-	2	-	-	-	-	-	2
Housing	1	-	2	-	-	-	-	-	3
Communities	-	-	3	-	-	-	-	-	3
Health Protection and Wellbeing	-	-	1	-	-	-	-	-	1
Financial Services	-	-	3	-	-	-	-	-	3
Business Support	-	-	1	-	-	-	-	-	1
Democratic Services	-	-	1	-	-	1	-	-	2
Revenues and Housing Benefits	-	-	3	-	-	-	3	-	6
Customer Services and Land Charges	-	-	3	-	-	-	-	1	4
Careline	-	-	-	-	-	-	-	-	0
Contract Services	-	-	7	-	1	5	-	-	13
Culture and Sport	-	-	1	-	-	-	-	-	1
Place	-	-	1	-	-	-	-	-	1
Licensing, Promotion and Events	-	-	3	-	-	-	-	-	3
Property and Growth	-	-	2	-	-	-	-	1	3
Totals	1	0	40	0	1	6	7	3	58

The table shows that **6** members of staff were dismissed during 2017/18. **5** dismissals were absence related and **1** was as a result of conduct and absence during the probationary period.

The number of redundancies was **7**. This was in part due to the final restructure of the Revenues & Benefits service with **3** of the redundant posts being from that team. **3** posts were from the Senior Leadership Team (SLT) during the Divisional/top level restructure. **1** post was a result of the restructure within the Conservation & Design Team.

The Equality Act requires us to demonstrate that we manage all staff equally irrespective of whether or not they have a protected characteristic. One way to assess this is to review the disciplinary action that has taken place and compare the number of staff with a protected characteristic who are disciplined with those who are being disciplined and do not have a protected characteristic. Figures for 2017/18 show that **4** staff have been issued

with a Warning under the Council's Disciplinary & Contract Termination Policy and 1 member of staff has been issued with a Final Written Warning. None of these staff had a disability. 1 member of staff within their probationary period was dismissed; this staff member did have a disability.

In addition, 11 absence Cautions were issued and 9 Final Written Cautions were issued, 3 of which were issued to staff with a disability. There were 5 members of staff dismissed due to absence; 1 of whom had a disability.

Table 3.7 Turnover

Year	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Turnover	10%	8.2%	10.5%	14.92%	7.42%	10.13%	9.27%

Table 3.8 Sickness absence by Division as at 31.3.2018

Division	Number of Sickness Days	FTE	Average Number of Sick Days
SLT	21.90	11.9	1.84
Development Management	191.77	47.74	4.02
Planning Policy	208.68	13.18	15.83
Environmental Protection	84	25.73	3.27
Housing	277.26	21.90	12.66
Communities	200.89	13.29	12.33
Health Protection and Wellbeing	226.52	18.85	12.02
Financial Services	57.97	19.72	2.94
Business Support	164.35	39.37	4.17
Democratic Services	48.22	13.11	3.68
Revenues and Housing Benefits	237.66	33.74	7.04
Customer Services and Land Charges	76.83	17.87	4.30
Careline	258.91	21.80	11.88
Contract Services	1876.58	126.52	14.83
Culture and Sport	60.18	13.69	4.40
Place	344.50	17.32	19.89
Licensing, Promotion and Events	194.18	14.78	13.14
Property and Growth	107.00	18.74	5.71

Table 3.9 Sickness Absence

Year	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Sickness absence (average number of sick days per employee per year)	7.12	6.30	8.63	7.42	9.24	9.44

During the review year **25** members of staff had more than 50 days sickness. Long term sickness absence continues to be very actively managed. The long term sickness is reducing (as of November 2018) and the overall sickness figure has dropped to 8.04 days. Our current target is 8 days.

Table 3.10 Staff from a Non-White Ethnic Background as at 31.3.2018

Year	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
% of staff from a non-white ethnic background	2.7%	2.2%	2.9%	2.7%	1.67%	1.44%

We have **7** staff; 1.44% of the workforce (excluding casuals) with a non-white ethnic background.

Table 3.11 Staff with a Disability as at 31.3.2018

Year	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
% of staff with a disability	7.7%	5.12%	5.75%	4.82%	4.69%	5.41%

We have **30** staff; 5.41% of the workforce (excluding casuals) with a disability.

The Council has gained Disability Confident status in 2018. As an employer this shows our positive commitment to employing and retaining people with disabilities and we have made specific commitments regarding this. These include the undertaking that any applicant with a disability is guaranteed an interview if they meet the essential job criteria for the job vacancy concerned.

4. Consultations

We have a commitment to consult with local people and with staff when reviewing our services and ways of working to enable the views of our customers to be taken into account in the decision making processes. This ensures that any likely impact of a decision on customers is considered before any action is taken to change the way we work. Listed below are the consultations undertaken this year.

Consultation Project	Date(s)	Objective	Consultees	How this consultation contributed to decision-making
Novium Museum Visitor Evaluation – Game Plan: Board Games Rediscovered	March – July 2018	To gather feedback about the Novium Museum, its exhibitions and the Tourist Information Centre.	Visitors of the Novium Museum	The manager of the museum has taken into account suggestions from respondents and will put into practice as appropriate
Roman Week Feedback	May – June 2018	To gather feedback about Roman Week and the events associated with it.	Attendees of Roman Week events and visitors of the Novium Museum	The results were taken into account and some changes have been made to the plans for Roman Week 2019.
Community Wardens Evaluation	June – July 2018	To gather feedback about the Community Warden Service.	Service users in Community Warden areas and partner organisations.	Results were used in a report to evidence the success of the Community Warden Service. This report led to the continuation of the service for another 3 years.
Members' Induction / IT Survey	July 2018	To find out what councillors feel is effective about the members' induction program and what could be improved. To find out how members use CDC provided IT equipment and if it works for them.	Chichester District Councillors	The results were used to make the members' induction program as valuable as possible for councillors.
Micollab Telephony System Consultation	July 2018	To gather feedback about the CDC staff telephone system (implemented from Autumn 2017), as well as any issues staff have experienced.	CDC Staff	The consultation results were analysed by the ICT Manager who has created an action plan to tackle the issues raised in the consultation.
Recycling Improvement Project	July 2018	To capture what residents believe can be put into domestic recycling bins and to get feedback on what barriers are affecting their recycling behaviours.	Chichester Residents	The results have been used by the West Sussex Waste Partnership to gain insight and gather feedback to improve and inform future operational and communication activity. The project as a whole aims to improve recycling quality from houses of multiple occupation.

Consultation Project	Date(s)	Objective	Consultees	How this consultation contributed to decision-making
Economic Development Strategy Review Consultation	July – August 2018	To find out the aspirations and struggles of businesses in Chichester District to inform the new Economic Development Strategy.	Businesses located within Chichester District	The feedback from businesses is being used to inform the drafting of a new Economic Development Strategy.
Council Tax Reduction (CTR) Scheme Consultation	July – September 2018	To gather views about the current Council Tax Reduction Scheme and any proposed changes to the scheme.	Anyone paying Council Tax to CDC, whether or not they are a current CTR claimant. Owners of empty and unfurnished homes in Chichester District.	Based on the survey results the Business Support Manager for Revenue and Performance decided to implement some changes to the CTR scheme for 2019/20. Questions asking about the future of the scheme's implementation (beyond 2019/20) were met with confusion from respondents. These proposed changes were not implemented, instead the view was taken that further consultation would be needed - giving more detail so respondents are able to give a more informed view.
Stress Management Survey	August – September 2018	To gauge stress levels among staff members and gather suggestions and comments about how to reduce or more effectively deal with stress at work.	CDC Staff	The results showed that, although most staff are not seriously affected by stress at work, a number were. The Wellbeing Team will be introducing some new self-help measures, and training for managers which aim to support staff. The survey will be conducted annually from now on to monitor progress.
Novium Visitor Evaluation – Bricks Britannia: A History of Britain in LEGO Bricks	July – October 2018	To gather feedback about the Novium Museum, its exhibitions and the Tourist Information Centre.	Visitors of the Novium Museum	The manager of the museum is using the results to inform a new Business Plan for the Novium Museum.
Community Forums Consultation	October – December 2018	To assess the effectiveness and viability of the Community Forums as they currently stand. To assess whether alternative methods of communication with parish councils should be considered and/or implemented.	Parish Clerks, Parish Councillors, District Councillors	The results of this consultation will be used to improve the way the Community Forums work so the people who use them are able to get the most out of them.

Consultation Project	Date(s)	Objective	Consultees	How this consultation contributed to decision-making
Let's Talk Panel Launch	November 2018 & ongoing	To recruit Chichester residents and businesses to join the Let's Talk Panel so they are aware of all consultations we undertake and give them an opportunity to have their say if they wish.	Chichester District residents, businesses and visitors.	Within the first week of the launch (12 Nov 2018) 221 people signed up to become Let's Talk Panel members.
Initiatives Magazine Feedback Consultation	November – December 2018	To find out what people think about initiatives magazine and how they feel it could be improved.	Chichester District residents and businesses based in Chichester District	These results will be used to gauge satisfaction with initiatives magazine and implement any appropriate improvements where necessary.

We are continually striving to ensure that the consultation and engagement we undertake is targeted to those groups who may be particularly affected by the decision and that the process is accessible and transparent. When a consultation project is planned, stakeholder mapping takes place to ensure all those with an interest in the topic are contacted with details of the consultation. This could include emails being sent to specific groups to encourage them to access the survey online, paper promotion of the survey at key locations (leaflets, postcards or paper copies) or dissemination of information via our Twitter and Facebook accounts or the various email newsletters that are sent out regularly.