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# **ANNUAL REPORT ON EQUALITIES**

# **2024**

*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 2024**

**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 address equality issues in the district.

The Council’s Equality Strategy runs from 2022 to 2026. The Strategy is relevant across all 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 contained in our 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.
2. **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.
3. **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.
4. **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.
5. **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 considered 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

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| **Action** | **Update** | **Lead officer** |
| **Service Reviews** | Data (including 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 |
| **Evening and Night-time Economy (ENTE) Survey** | This year, specialists were commissioned to undertake a survey to better understand the experiences and perceptions of users and non-users of Chichester city centre in the evening and at night (5pm – 5am). The survey was initially promoted over the summer of 2024 with a renewed Autumn term-time campaign targeting the 18 – 24 age group to ensure their views were fully represented.  The survey attracted over 3,000 responses from a broad spectrum of the local community. A full report is being prepared which will examine the responses by age, gender, ethnicity etc. The results will provide a powerful indication of user and non-user behaviour and preferences and will be considered in future policy and decision making. | Laurence Foord |
| **Let’s Talk Panel** | The Communications Team continues to sign up members to the Let’s Talk Panel enabling people to be better connected to Chichester District and 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 (LCN)** | The Chichester LCN is a partnership of local statutory and voluntary sector organisations, including the Council. This year the LCN has reviewed its priorities using data obtained from West Sussex County Council’s Joint Strategic Needs Assessment, which provides local data sets to inform service planning and delivery. The partnership has also made use of very localized data obtained from the Council’s housing team to focus work to support people living in temporary accommodation. | 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. In particular, hate crime is monitored monthly for any trends and patterns. | Pam Bushby |
| **Community Wardens** | Community Wardens continue to identify the most vulnerable in their communities and ensure data is shared where appropriate. A new online reporting and recording platform is now fully operational, which allows Community Wardens to update information while on patrol. This ensures secure data collection, especially concerning vulnerable residents. | Pam Bushby |
| **Customer Equality Monitoring** | An equality monitoring form is available for use on the terminals in the customer contact reception area. Customers are advised that they can complete the form if they wish to do so. The data collected can be used to assist in identifying gaps in access to our Services that need addressing. | Deborah Williams |
| **Customer Feedback** | Information is collected from customers whilst telephone calls are in progress and Customer Services Officers complete a form if they feel the call could have been avoided. This can help determine if our processes need simplifying or amending to ensure customer buy-in. Additionally, it can lead to more processes being considered for online access. An online booking module is now available for MOT bookings based on a customer desire for this, along with financial savings. | Deborah Williams |
| **Grants** | The Grants and Concessions Panel review the Discretionary Grants Programme annually, producing an Annual Report, which analyses a range of data on applicants, applications and decisions made, and looks to make recommendations for any improvements to continue to meet the needs of the district. | David Hyland |
| **Social Prescribing** | The Social Prescribing service uses data to identify a cohort of GP patients for proactive social prescribing. During 2024 the Team have focused work to support carers in our district. | Elaine Thomas |
| **Wellbeing** | The Wellbeing Business Plan is reviewed annually. Key Performance Indicators are identified from data that illustrates groups and areas that have the poorest health outcomes. Our work is focused on Carers, Care leavers, people with autism / learning difficulties, people with a serious mental illness, people for whom English is a second language and the 10 wards where health inequalities are most prevalent. The Service also uses data to target businesses who employ staff in manual roles who may be more likely to exhibit health harming behaviours. | Elaine Thomas |
| **Wellbeing and Social Prescribing – Customer Feedback** | The Wellbeing Team carry out evaluation with clients to engage with clients to ensure the service is meeting their needs. Each client is asked about accessibility when they first contact the service, and sessions are adapted accordingly. The Social Prescribing team use a client experience form where people are asked to provide feedback on the service, which is reviewed within the Team and adaptations made if required. | Elaine Thomas |
| **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. | Simon Ballard |
| **Housing Standards Financial Assistance and Enforcement Policy** | 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. 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. | Marlene Rogers |
| **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

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| **Action** | **Update** | **Lead officer** |
| **Human Resources** | The Council is 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. HR officers are fully trained in equality & diversity matters to give high level advice and guidance as required. This includes all areas of recruitment and selection, disability in the workplace and capability, performance, and absence matters. | Tim Radcliffe |
| **Staff Training on Equality Issues** | Our e-learning system includes up-to-date Equality, Diversity, Inclusion & Belonging training. Completion is a mandatory requirement for all new starters as part of the induction process with periodic mandatory refresher training for all other staff. This is monitored by the HR Team. | Tim Radcliffe |
| **Staff Communications** | Council staff are kept regularly updated via monthly Staff Bulletins. Face to face briefings are also held throughout the year where the Chief Executive or other members of the Strategic Leadership Team, along with key personnel provide organisational updates on service delivery, financial position, future priorities, and emerging projects. This year staff were able to actively engage with presenters at the briefings using technology that aided a ‘Q&A’ session. The ‘Q&As’ were then posted on the intranet for all to access in their own time. Staff briefings are a key mechanism to involve and inform the development of the council by its own staff. | Sarah Parker |
| **Customer Services – Staff Training** | All customer service officers have been trained in assisting residents who may have hidden disabilities. This is now included as part of the training program for new officers. All officers also receive safeguarding training and refreshers on this are included in team meetings on a 6-monthly basis. In addition, this year two officers attended a webinar to gain a greater understanding of the Gypsy, Roma, and Traveller communities, to support them further when we have contact. These officers will be updating the wider team shortly. | Deborah Williams |
| **Safeguarding Training** | Our programme of safeguarding training for staff and Members highlights signs of exploitation and how to report safeguarding concerns. This training has been delivered to Members in 2024 and Level 2 training for frontline staff is planned for 2025. | Pam Bushby |
| **Staff Wellbeing** | The Wellbeing team provides its general services to staff along with bespoke stress management sessions for individuals or teams. Our offer for staff has expanded to include blood pressure checks along with NHS health checks, support to quit smoking and/or to reduce alcohol consumption. | Elaine Thomas |
| **Committees and Report Writing** | Templates for reports to committee ensure officers properly consider equalities factors and the need to complete equalities impact assessments. 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. Further training for report authors to give further detail on compliance with those requirements is being planned. | 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. The Team prioritises work experience opportunities for students who would not normally have access to a legal office or professional environment. | Lorna Turner |
| **Procurement** | The current version of the Council’s Contract Procedure Rules follows national models for compliance including with 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 continues to be delivered every 2 years and a recording is available for Officers to access at any time on the Council’s Intranet.  We continue to increase the tools available to monitor user and contractor data. Procurement officers are taking steps to prepare for expected changes to procurement regulations including changes relevant to equalities issues. | Lorna Turner |
| **Deaf Awareness Training** | Several officers in the parking service team attended a Deaf Awareness course in 2024 to ensure we can make a difference when communicating with our deaf or hard of hearing customers. | Tania Murphy |

### Equality Objective Three – Service Delivery

| **Action** | **Update** | **Lead officer** |
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| **Gambling Act 2005 Statement of Licensing Policy** | The Council’s policy was reviewed this year, with a consultation exercise undertaken, and a revised policy adopted by the Council. The revised policy is in a clear and accessible format online and available in printed format from the council office. The revised policy seeks to prevent gambling from being linked to crime and disorder, ensure that gambling is conducted in a fair and open way and protect children and other vulnerable persons from being harmed or exploited by gambling. | David Knowles-Ley |
| **Mandatory Safeguarding Training – Taxi Drivers** | In line with Department of Transport guidance to protect children and vulnerable passengers, the council has made it a requirement that all licensed Private Hire and Hackney Carriage Drivers must complete safeguarding training. The training helps drivers provide a safe and suitable service to vulnerable passengers of all ages, recognise what makes a person vulnerable and understand how to respond, including how to report safeguarding concerns and where to get advice. To date more than 500 drivers have completed the training. | David Knowles-Ley |
| **Pavement Licences** | The Council now has permanent responsibility for granting Pavement Licences which authorise operators to place furniture on the public highway. Conditions of licences have been developed along with a fee structure. To support high streets and provide an improved evening and night-time economy offer, a fee is not being charged for any application seeking a licence expiring up to 30 September 2025. The conditions of pavement licences specifically require that licence holders must have regard to the needs of disabled people and in particular, the recommended distances required for access as set out in guidance. | David Knowles-Ley |
| **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. A dedicated pan-Sussex events group continues to meet and share good practice around the delivery of SAGs. During the year updated guidance was produced to support development of event plans and the Group updated a Determination Matrix which is now being used when considering SAG involvement with events. The Group continues to work with the Sussex Resilience Forum Events Workstream, helping to maintain a shared live calendar to capture the status of all events, along with the development and adoption of a library of shared guidance documents. This allowed the Resilience Forum to build a Sussex-wide picture of events and for emergency services to plan resources appropriately. | Laurence Foord |
| **Taxi Table of Fares** | This year, the Licensing Team reviewed the fees that may be charged for hire of a licensed Taxi. It is a requirement that all licensed Taxis must be capable of carrying a passenger in a wheelchair, so the Council proposed to increase fees by an appropriate amount to ensure those who rely on a Taxi for travelling in a wheelchair are financially able to do so, but also that it remains a viable business for the proprietors. A related public consultation resulted in no objections and a revised Table of Fares has been introduced. | David Knowles-Ley |
| **Customer Services - Reception** | A ‘walk-in’ reception area is available at East Pallant House for residents who require assistance, including a 1-1 service if required. Additionally, terminals are available in the area for customers who do not have online access at home and support in using online services is provided, if requested. | Deborah Williams |
| **Social Prescribing and Wellbeing** | The Social Prescribing and Wellbeing Teams take a flexible personalised care approach to working with clients, where what matters most to the client is the focus. The teams offer face to face appointments, phone consultations and home visits where needed. During 2024 our Young Persons Social Prescriber has worked with young people who have autism or mental health issues to support them into education or employment and volunteering. | Elaine Thomas |
| **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 |
| **Play Equipment Provision** | The Council’s play parks provide safe and inclusive play opportunities for all ages. As equipment is replaced, the Council will review available new equipment to ensure its parks provide an increasing range of fully inclusive play opportunities. | 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 provide 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 Cloud 9 app, available to android and Apple users. | Kevin Carter |
| **Leisure Centres – Community Groups** | Many external organisations offer services from our Leisure Centres. ThinkOut, a community group for young adults (16-35 years) with learning disabilities receive circuit training and multisport sessions at Westgate Leisure Centre. In Midhurst, 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. Connecting Cultures offer a weekly women-only exercise class and monthly family sessions working with Asian and Muslim women. | Sarah Peyman |
| **This Girl Can Programme** | Monthly circuit training sessions have been delivered this year for the Sweaty Betty Foundation Teen Programme, encouraging young women to get more active and support their physical and mental health and wellbeing. | Sarah Peyman |
| **Walking Sports** | The Walking Sport program continues to grow and develop with walking Football, Netball and Cricket now offered. A successful programme of pickle ball has also been introduced across the centres, offering a variation of tennis which is more inclusive due to slower speed and smaller court. | Sarah Peyman |
| **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 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 |
| **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. Grant funding is applied for 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 quiet sessions are offered 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. Staff have undertaken Disability Equality and Autism Awareness training this year to further understand how we can continue to develop our offer in an accessible and inclusive way including the language and images we use. | Amanda Rogan |
| **Air Quality Action Plan (AQAP)** | The AQAP delivers actions to address air quality. The two air quality management areas 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 impacts across the whole life course, causing both chronic and acute health conditions.  The AQAP aims to improve air quality and/or inform people 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 the Local Highway Authority). | Simon Ballard |
| **Cycling and Walking Infrastructure** | The Chichester City Local Cycling and Walking Infrastructure Plan (LCWIP) is a plan for the delivery of infrastructure in Chichester City, to make walking, wheeling, and cycling a more natural transport choice. Cycling, walking, and wheeling have many mental and physical health benefits.  In 2024, West Sussex County Council consulted on design ideas for LCWIP Route ‘K’ (Westgate and Fishbourne Road East, Chichester) and aim to work up a further design and reconsult in 2025/6. | Simon Ballard |
| **Climate Emergency** | Through our Local Plan, we have set the highest viable standards of energy efficiency, on-site use of renewable energy and water efficiency for new development, including affordable housing, and we ensure appropriate infrastructure to reduce the need to travel to shops, employment, and facilities. The new Future Buildings Standard will raise standards nationally from 2025 and replace this plan-led system.  The Council has participated in the fourth 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, storage batteries and EV charging points 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 |
| **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 we offer bespoke training in food premises out of office hours should that be required. | Lauren Dyer |
| **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 |
| **Public Space Protection Order** | The Public Space Protection Order (PSPO) for Dog Control includes exceptions for fines for contraventions by minors, those with various disabilities and vulnerable persons (as defined by the legislation). | Simon Ballard |
| **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 provides 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. Additionally, the Council’s Supporting You team help residents experiencing difficulties with the cost-of-living crisis. | Paul Jobson |
| **Disabled Facilities Grants Policy** | The Discretionary Disabled Facilities Grants Policy continues to offer a wide range of adaptations, including mandatory and discretionary grants aimed at keeping people independent and safe in their homes. This includes grants for those waiting to leave hospital, help with moving costs for those who need to move to a more suitable home or who require technology to keep them safe and independent at home. | Marlene Rogers |
| **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. 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 Citizens Advice. | Craig Duffy |
| **Local Council Tax**  **Reduction (CTR) Scheme** | The Council’s CTR Scheme provides up to 100% financial assistance 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. | Craig Duffy |
| **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 UC or employment assistance. Additionally, support is available from Customer Service staff both within the Customer Service Centre and over the telephone. | Craig Duffy |
| **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 |
| **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 |
| **Parking Permits** | All permits are now digital and applied for online via MiPermit. Should a customer not have internet access, Parking Services can send a paper application to the customer and pass this to MiPermit who can then assist with applying and paying for a permit over the phone. Our customers with protected characteristics (particularly those with disabilities) can be assisted at the council on a one-to-one basis to ensure their specific needs are met. | 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. | Tania Murphy |
| **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 car park accept coin, card, and contactless payment. In addition, the MiPermit facility is in place across most 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 |
| **Public Conveniences** | 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 |
| **Building Services - Accessibility** | Building Services oversee the repair and maintenance of operational and non-operational buildings for the Council. Accessibility is paramount to buildings such as leisure centres, museums, civic offices, commercial and industrial properties. Key aims include keeping buildings safe, engaging with tenants, residents, and users of the buildings for improvements to meet their needs. | Richard Hawes |
| **Estates Service** | The Council’s non-operational properties are managed by the Estates team. The Team continues to engage with commercial tenants and this year have used the Council’s ‘Interpretation and Translation Framework’ to work with a Lessee with limited English. The Team also supports tenants in providing improved physical access, including disabled access to a retail premises in a rural location. | Kevin Gillet |

### Equality Objective Four – Community Cohesion and Involvement

| **Action** | **Update** | **Lead officer** |
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| **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 with their communities, as well as to individuals who have signed up on the council’s website. In addition, the Team uses social media to communicate, invite views, encourage people to participate in consultations and gather feedback. The Team also works with the Leader of the Council to regularly promote council services and initiatives in the local newspaper series. | Sarah Parker |
| **Events** | The importance of safe events and the recognised benefits to social engagement, community well-being, economy and culture continue to be supported by the Council. Officers work to deliver the objectives of the 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. This year, events have included the popular laser shows, Cross Market & More events (which include local students as ‘Traders of Tomorrow’), the Summer Street Party, vintage/collectables markets and the twice monthly Farmers’ Markets. | Laurence Foord |
| **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 |
| **Choose Work** | The Choose Work program provides a service to vulnerable residents across the district, supporting clients facing a variety of obstacles to access the employment market. Clients are encouraged to self-refer but are also signposted from a range of internal departments and external organisations. | David Hyland |
| **Community Engagement** | The Community Engagement Team is working with Voluntary Action Arun and Chichester in supporting an emerging new group, ‘Chichester for All’, which is focused on disability access. Funding has been agreed for projects to be delivered by the Group, in partnership with local stakeholders. | David Hyland |
| **Community Wardens** | Community Wardens continue to support projects in their areas and respond to the concerns of residents. The key safes project, which provides support for the most vulnerable residents and those with disabilities who may need rescuing from their home but who have no family or support nearby, has now been expended to all areas covered by a Community Warden. | Pam Bushby |
| **Gypsy and Traveller Community** | A Gypsy Roma Traveller (GRT) Liaison Officer has been appointed this year and is working to identify key contacts in the GRT community. Cultural Awareness training has been delivered to staff and Members and the Officer will work with agencies to tackle community tensions and inequalities. | Pam Bushby |
| **Hate Crime** | The Community Safety Partnership continues to monitor the impact of the use of a local Hotel as a contingency hotel for asylum seekers and has supported a multi-agency approach to encourage cohesion and acceptance in the area. Following engagement on the community safety aspects of the Chichester Pride event for 2024 our advice helped ensure the event took place without issue. We supported Hate Crime Awareness Week, helping to promote reporting methods and victim support services. | Pam Bushby |
| **Modern Slavery** | Officers attend the newly formed Modern Slavery network meeting to share good practice and support project delivery across the county. We have updated our Modern Slavery Transparency Statement for 2024/25. | Pam Bushby |
| **Everyone Active – Access for People with Disabilities** | All 3 leisure centres continue to provide enhanced accessibility for disabled people to use the gym and fitness equipment. A toning suite **provides 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 |
| **Everyone Active - Community Inclusion Programme** | PE sessions are delivered for students at the Alternative Provision College for children outside of mainstream education who have additional emotional and behavioural needs. Doorstep sports boot camps have been delivered in partnership with the Community Safety Partnership and Registered Social Landlords to target inactive young people from low socio-economic groups. | Sarah Peyman |
| **Everyone Active – Targeted Free or Discounted Membership** | Free leisure centre membership has been provided to families identified through referral partners. An enhanced level of provision was also 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 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.  ‘Reboot’ is for young people aged between 11 and 18 who have identified physical activity as a priority interest. These young people are given access to the leisure centre facilities and supported to make best use of them. | 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 |
| **Meeting Management** | A review of accessibility was previously undertaken to ensure opportunities for public engagement with meetings in our committee rooms are maximised. Public meetings and meetings held in public remain available to watch online. | Lisa Baines |
| **Rough Sleeper Outreach Work** | Funding from the Rough Sleeping Initiative enables the Council to employ 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. Overall, this approach has and continues to help minimise the number of people sleeping rough. | 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. Communication has been via the internet, social media, face to face events, 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. 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 |
| **Changing Places Public Conveniences** | The Council provides a fully equipped Changing Places facility in the public convenience building in Northgate car park, Chichester. Following a successful bid to the national Changing Places fund, additional locations have been provided this year at Bracklesham Barn, the Selsey Centre and North Street Midhurst. | Tania Murphy |
| **City and Town Visions** | Work continues to support several projects in the city and rural towns to improve the public realm. When consultation is undertaken to consider the evidence to support proposals and projects, efforts are made 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. | 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. The Vulnerability Policy was reviewed in 2022 and enforcement agents also provide welfare services to assist customers, which is reported on as part of contract management. | Tania Murphy |
| **UK Shared Prosperity Fund (UKSPF) and Rural England Prosperity Fund (REPF)** | The Council has been allocated funding through the UKSPF and the REPF for a third year. The schemes fund investment in communities and place to assist with restoring community spaces, strengthening the social fabric of communities, and reducing barriers to employment some people face. The REPF in particular is targeted at rural communities. As a requirement of applying for the funds, consideration had to be given to ensuring the engagement process complied with the Equality Duty. Officers dealing with the implementation of the investment plan have all received training in the public sector equality duty and apply these principles to the work undertaken. As part of the Council’s governance process, any applicants for funding whose requests are considered through the grants panel are also required to take into consideration whether their proposals have any implications on the Equality Duty.  During the 3rd round of grant funding there have been 63 projects progressing. A variety of community projects have delivered programmes to support people with disabilities, dementia, mental health issues or who are vulnerable. Funding has also been allocated to Choose Work and Think Futures, who support individuals facing challenges to gain access to employment. There have also been several funded projects for restoring or providing new community spaces to bring people together. | Tania Murphy |
| **Redeveloped Business Units** | Accessibility is a key consideration of Council led redevelopments including Ravenna Point, St James Industrial Estate, and the Enterprise Centre in Chichester. These projects have all delivered modern business accommodation that can fulfil the requirements of all potential future users. | Kevin Gillett |
| **Public Convenience Refurbishment** | This year, four public convenience buildings have been refurbished and a fifth redeveloped. The improvement works have produced facilities that are fully accessible and with new nonslip flooring and much improved lighting to ensure a safe environment for all users. | Alan Gregory  Tania Murphy |

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

| **Action** | **Update** | **Lead officer** |
| --- | --- | --- |
| **Midhurst Events** | Following the serious fire in Midhurst in early 2023, the council, supported by Midhurst Town Council, funded the delivery of another programme of free community events during summer 2024. This included live music, open-air film screenings, and entertainment in the Market Square. The event was open to all and featured children’s activities, music, arts, and sports. | Laurence Foord |
| **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 have migrated all our bespoke templates to standard (accessible) templates within the Goss Cloud Services framework. This means that any new web developments will be accessible to all.  We continue to promote accessibility across the organisation and hold regular training sessions for our Web Contributors. A workflow process ensures all documents published on our website are fully accessible. Our Web Accessibility Policy has been updated to reflect changes to the World Wide Web Consortium (W3C®), W3C/WAI's Web Content Accessibility Guidelines 2.1 (WCAG). | Harvey Monaghan |
| **Chichester Local Community Neighbourhood Network (LCN)** | Chichester LCN partners work together to prioritize issues that impact the Chichester community. In 2024, the areas to the north of the district have benefited from a new dial-a-ride and on demand transport service, which has been supported by LCN partners. Partners work together to ensure people have access to health services like screening and vaccinations and ensure we are aware of any changes to services that might have a wider impact. | Elaine Thomas |
| **Grants Coverage** | The council offers district wide grants through the Grants and Concessions Panel. Grants are actively promoted across all areas of the district and the distribution of applications and approvals are reviewed annually for geographic spread, alongside other factors. | David Hyland |
| **Rural Crime** | The Community Safety Team is engaged with the Sussex Police Rural Crime Team and local farmers. Regular meetings continue and this year the Community Safety Partnership funded an off-road motor bike to aid the Rural Crime Team in their activities. | Pam Bushby |
| **Social Prescribing and Wellbeing** | The Social Prescribing team have worked with partners this year to establish community groups and activities in the north of the district and regularly attend community events to promote the service. The Wellbeing team work in the north of the district running weight management groups, providing health checks at community venues and providing drop-in sessions at community events for people to access the service. We also provide volunteer led walks across the district which are free for anyone to attend. The walks are a great way for people to meet and socialize while being active. | Elaine Thomas |
| **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 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 |
| **Leisure Centres – Online Access** | Everyone Active continue 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** | Online materials are available on the Museum’s website to provide remote access to the collection. These continue to extend the audience reach and remove any barriers to participation. The Museum Team also provides a range of school sessions, talks, displays, and events in the community and online for those unable to reach the museum. With volunteer support, the Museum is actively digitising elements of its collection to enable better access for all. The museum website also hosts an accessibility guide to inform people about the site before they visit. | Amanda Rogan |
| **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. | Amanda Rogan |
| **Walk-Run-Chat Programme** | Working with Chichester Community Development Trust 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 |
| **Foreshores Service** | The Foreshores Service inspects 9 miles of coastline that the Council has a duty of care responsibility for under the Crown lease. Public rescue equipment is checked regularly throughout the year (and at an increased frequency between Easter and the end of August). This seeks to provide a safe and clean foreshore environment for all residents and visitors to benefit from. | Warren Townsend |
| **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. This programme of sampling and risk assessment facilitates compliance with regulations, protecting the health of those drinking the 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 appropriate transport to take stray dogs to the reception point, the Council may provide a transport service. | Simon Ballard |
| **Building Services – Rural Premises** | Where the Building Services Team arrange repairs and maintenance for tenants, we prioritise keeping buildings operational during works. This avoids closure of services or loss of revenue to small businesses particularly in rural areas such as Crossfield in Fernhurst and the Old Bakery in Petworth. | Richard Hawes |
| **Business Contact Programme** | The Economic Development Team continue to provide support to businesses in all areas of the district. To assist with this, a data platform has been used this year to identify businesses we may otherwise not know about and ensure there is support available wherever the business is based. Officers particularly consider rurally based businesses in terms of offering to visit them so that they don’t have to travel which is of concern for small businesses who can’t take the time out of their working day. Officers are available to attend business network meetings throughout the district and we held a key business support event in the north of the district this year to make it more accessible for rural businesses. | Melanie Burgoyne |
| **Future Plus Support** | The Economic Development Team have facilitated access to Future Plus for local businesses, which has allowed them to access expert advice on improving their sustainability credentials and reaching their goals. This has been through webinars thus making it more easily accessible for rural businesses. | Melanie Burgoyne |
| **Business Grants – Rural Businesses** | The Economic Development Team launched a new round of our Enabling Grants programme in 2024. There continues to be an even spread of successful applications across all areas of the district. A Sustainability Grant will launch in January 2025 and officers are promoting this throughout the district via the business contact programme in addition to the press release, website, and social media. | Melanie Burgoyne |

## 3. HR Statistics – Year Ending 31 March 2024

### Table 3.1 Staff by headcount (Permanent, Temporary and Fixed-Term) by Division & Grade as at 31.3.24

| **Grade / Division** | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **J+** | **Total** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| SLT | - | 1 | - | 1 | - | - | - | - | - | - | 5 | **7** |
| Development Management | 13 | 10 | 7 | 5 | 6 | 8 | 6 | 4 | - | 1 | - | **60** |
| Planning Policy | - | - | 1 | - | 4 | 3 | 6 | 1 | - | 1 | - | **16** |
| Environmental and Health Protection | - | - | 1 | 3 | 12 | 8 | 3 | 5 | - | 1 | - | **33** |
| Communities and Customer Services | 3 | 22 | 16 | 11 | 6 | 1 | 3 | - | 1 | - | - | **63** |
| Financial Services | - | 4 | 4 | 7 | 2 | 4 | 1 | 1 | - | 2 | - | **25** |
| Business Support | 2 | 6 | 5 | 8 | 4 | 10 | 2 | 3 | 1 | 1 | - | **42** |
| Legal and Democratic Services | 1 | - | 1 | 4 | 1 | 2 | 1 | 3 | - | 1 | - | **14** |
| Housing, Revenues and Benefits | 4 | 10 | 27 | 10 | 11 | 7 | 4 | 4 | 1 | 1 | - | **79** |
| Chichester Contract Services | - | 80 | 19 | 41 | 11 | 7 | - | 2 | 1 | 1 | - | **162** |
| Culture and Sport | 3 | 3 | 2 | 2 | 2 | - | 1 | - | 1 | - | - | **14** |
| Place | 1 | 1 | 13 | 1 | 2 | 3 | - | - | 1 | - | - | **22** |
| Communication, Licensing and Events | 2 | 3 | 2 | 2 | 3 | - | 2 | 1 | 1 | - | - | **16** |
| Property and Growth | 2 | - | 2 | 1 | 4 | 4 | 3 | 2 | - | 1 | - | **19** |
| **Totals** | **31** | **140** | **100** | **96** | **68** | **57** | **32** | **26** | **7** | **10** | **5** | **572** |

The staff headcount of **572** translates into **524.65** full-time equivalents (FTEs). This compares to a headcount of **559** and **516** FTEs on 31 March 2023. Some of the shortfall in filling Planning, Housing, Finance and Environmental Health posts is met by usually short-term use of qualified agency employees. The continuing recruitment pressures mean that it continues to be difficult to get good quality temporary staff, and this continues to be a challenge for several departments.

### Table 3.2 Staff by Gender & Grade as at 31.3.24

| **Grade / Gender** | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **I** | **J** | **J+** | **Total** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Male | 12 | 98 | 39 | 56 | 27 | 30 | 21 | 10 | 3 | 5 | 2 | **303** |
| Female | 19 | 42 | 61 | 40 | 41 | 27 | 11 | 16 | 4 | 5 | 3 | **269** |
| **Totals** | **31** | **140** | **100** | **96** | **68** | **57** | **32** | **26** | **7** | **10** | **5** | **572** |

For comparison, the total of male staff in 2022/23 was **282** and the total of female staff was **262**.

### Table 3.3 Staff by Age as at 31.3.24

| **Age Range** | **0 – 19** | **20 - 29** | **30 – 39** | **40 - 49** | **50 - 59** | **60 - 69** | **70+** | **Total** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Number of staff** | 1 | 60 | 98 | 131 | 188 | 91 | 3 | **572** |

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 31.3.24

A total of **71** staff joined the organisation between 1 April 2023 and 31 March 2024. This compares to **107** 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 | - | 1 | - | - | - | - | - | - | - | - | - | **1** |
| Development Management | - | 1 | 2 | - | 1 | - | - | 1 | - | - | - | **5** |
| Planning Policy | 1 | - | - | - | - | - | - | - | - | - | - | **1** |
| Environmental and Health Protection | - | - | 1 | - | 1 | - | - | - | - | - | - | **2** |
| Communities and Customer Services | - | 8 | 1 | - | - | - | - | - | - | - | - | **9** |
| Financial Services | - | 2 | - | - | 1 | - | - | 1 | - | - | - | **4** |
| Business Support | 1 | - | - | 1 | - | - | - | - | - | - | - | **2** |
| Legal and Democratic Services | 1 | 1 | - | 1 | - | - | - | - | - | - | - | **3** |
| Housing, Revenues and Benefits | 2 | 3 | 6 | - | 1 | - | 1 | - | - | - | -- | **13** |
| Chichester Contract Services | - | 14 | 6 | 1 | 1 | - | - | - | - | - | - | **22** |
| Culture and Sport | - | 1 | - | - | 1 | - | - | - | - | - | - | **2** |
| Place | - | 1 | 3 | - | - | - | - | - | - | - | - | **4** |
| Communication, Licensing and Events | - | - | - | - | - | - | - | - | - | - | - | **0** |
| Property and Growth | - | - | 1 | 1 | 1 | - | - | - | - | - | - | **3** |
| **Totals** | **5** | **32** | **20** | **4** | **7** | **0** | **1** | **2** | **0** | **0** | **0** | **71** |

### Table 3.5 Leavers by Division and Grade as at 31.3.24

A total of **59** staff left the organisation between 1 April 2023 and 31 March 2024 (excluding casuals and maternity cover). **89** 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 | 2 | - | 1 | - | - | 1 | - | - | - | - | - | **4** |
| Planning Policy | 1 | - | - | - | - | - | - | - | - | - | - | **1** |
| Environmental and Health Protection | - | - | - | 1 | - | - | - | - | - | - | - | **1** |
| Communities and Customer Services | 1 | 1 | - | - | - | - | - | - | - | - | - | **2** |
| Financial Services | - | 1 | 1 | - | - | - | - | - | - | 1 | - | **3** |
| Business Support | - | 1 | - | - | 2 | - | 1 | - | - | - | - | **4** |
| Legal and Democratic Services | 1 | 1 | - | 2 | - | - | - | - | - | - | - | **4** |
| Housing, Revenues and Benefits | - | 1 | 6 | 2 | 5 | - | - | - | - | - | - | **14** |
| Chichester Contract Services | - | 13 | 4 | - | 1 | - | - | - | - | - | - | **18** |
| Culture and Sport | - | - | 1 | 1 | 1 | - | 1 | - | - | - | - | **4** |
| Place | - | - | - | - | 1 | - | - | - | - | - | - | **1** |
| Communication, Licensing and Events | - | - | - | - | 1 | - | - | - | - | - | - | **1** |
| Property and Growth | - | - | - | - | 1 | - | - | - | - | - | - | **1** |
| **Totals** | **5** | **19** | **13** | **6** | **12** | **1** | **2** | **0** | **0** | **1** | **0** | **59** |

### Table 3.6 Leavers by Reason for Leaving as at 31.3.24

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Division/Reason for Leaving** | **Retirement** | **Service Efficiency** | **Resignation** | **Ill Health** | **Death in service** | **Dismissal** | **Redundancy** | **TUPE** | **End of FTC** | **Total** |
| SLT | - | - | 1 | - | - | - | - | - | - | **1** |
| Development Management | 1 | - | 3 | - | - | - | - | - | - | **4** |
| Planning Policy | - | - | 1 | - | - | - | - | - | - | **1** |
| Environmental and Health Protection | - | - | 1 | - | - | - | - | - | - | **1** |
| Communities and Customer Services | - | - | 2 | - | - | - | - | - | - | **2** |
| Financial Services | 1 | - | 2 | - | - | - | - | - | - | **3** |
| Business Support | 1 | - | 3 | - | - | - | - | - | - | **4** |
| Legal and Democratic Services | - | - | 4 | - | - | - | - | - | - | **4** |
| Housing, Revenues and Benefits | 1 | - | 13 | - | - | - | - | - | - | **14** |
| Chichester Contract Services | 2 | - | 13 | - | - | 3 | - | - | - | **18** |
| Culture and Sport | - | - | 3 | - | 1 | - | - | - | - | **4** |
| Place | - | - | 1 | - | - | - | - | - | - | **1** |
| Communication, Licensing and Events | - | - | - | - | 1 | - | - | - | - | **1** |
| Property and Growth | - | - | 1 | - | - | - | - | - | - | **1** |
| **Totals** | **6** | **0** | **48** | **0** | **2** | **3** | **0** | **0** | **0** | **59** |

Sadly, **2** members of staff passed away during 2023/34. There were no redundancies in this period. **3** members of staff were dismissed under the Council’s Absence Management Policy.

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 disciplined who do not have one. Figures for 2023/24 show that **14** staff have been issued with a Formal Warning under the Council’s Disciplinary & Contract Termination Policy and **6** have been issued with a Final Written Warning. **4** of these staff had a disability or another protected characteristic. In addition, we also undertook **2** probationary disciplinaries.

**43** absence Formal Written Cautions and **5** Final Written Cautions were issued. We had **3** absence management related dismissals. **2** of these staff had a disability. No capability action was taken in the period.

### Table 3.7 Turnover

| **Year** | **2018/19** | **2019/20** | **2020/21** | **2021/22** | **2022/23** | **2023/24** |
| --- | --- | --- | --- | --- | --- | --- |
| **Turnover** | 14.16% | 9.16% | 0.82% | 16.61% | 16.36% | 10.95% |

Following a sharp reduction in staff movement around the Covid period, the work market now seems to have steadied, and the turnover of staff has reduced to a more typical percentage.

### Table 3.8 Sickness Absence

| **Year** | **2018/19** | **2019/20** | **2020/21** | **2021/22** | **2022/23** | **2023/24** |
| --- | --- | --- | --- | --- | --- | --- |
| Sickness absence (average number of sick days per employee per year) | 6.19 | 7.97 | 5.45 | 7.54 | 8.89 | 8.12 |

During the review year **15** members of staff had more than 50 days sickness. Of these, **7** have now left the organisation, **7** are back at work and **1** is due to go on maternity leave. Long term sickness absence continues to be very actively and closely managed. Our current target is an average of 8 days sickness absence per employee.

### Table 3.9 Sickness absence by Division as at 31.3.24

| **Division** | **Number of Sickness Days** | **FTE** | **Average Number of Sick Days** |
| --- | --- | --- | --- |
| SLT | 44.33 | 7.14 | 6.21 |
| Development Management | 109.81 | 53.66 | 2.05 |
| Planning Policy | 263 | 14.7 | 17.89 |
| Environmental and Health Protection | 74.18 | 28.8 | 2.58 |
| Communities and Customer Services | 299.03 | 52.16 | 5.73 |
| Financial Services | 65 | 21.7 | 3.00 |
| Business Support | 123.69 | 38.65 | 3.2 |
| Legal and Democratic Services | 89.22 | 13 | 6.86 |
| Housing, Revenues and Benefits | 756.95 | 71.23 | 10.62 |
| Chichester Contract Services | 2101.08 | 161.03 | 13.04 |
| Culture and Sport | 29.29 | 12.37 | 2.37 |
| Place | 110.08 | 18.77 | 5.86 |
| Communications, Licensing and Events | 95.81 | 15.6 | 6.14 |
| Property and Growth | 44.66 | 15.84 | 2.82 |

### Table 3.10 Staff from a Non-White Ethnic Background as at 31.3.24

| **Year** | **2018/19** | **2019/20** | **2020/21** | **2021/22** | **2022/23** | **2023/24** |
| --- | --- | --- | --- | --- | --- | --- |
| % Of staff from a non-white ethnic background | 1.49% | 1.47% | 1.66% | 1.48% | 1.43% | 1.92% |

We have **11** staff: 1.92% of the workforce (excluding casuals) who have declared that they have a non-white ethnic background.

### Table 3.11 Staff with a Disability as at 31.3.2024

| **Year** | **2018/19** | **2019/20** | **2020/21** | **2021/22** | **2022/23** | **2023/24** |
| --- | --- | --- | --- | --- | --- | --- |
| % Of staff with a disability | 4.66% | 9.57% | 8.7% | 7.95% | 7.87% | 6.81% |

We have **39** staff: 6.81% 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 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 visitor evaluation — ‘May The Toys Be With You’ exhibition | 7 Oct 2023 – June 2024 | To gather feedback about this exhibition, the museum, and the Tourist Information Centre. | Visitors to the museum exhibition | The results were given to the museum team to consider for future exhibitions. |
| Safe and Habitable Homes event survey | 21 Dec 2023 – 25 Jan 2024 | To gauge interest in, and gather suggestions for, an in-person network meeting in May 2024. | Chichester District Council’s Housing partners. | The feedback was given to the Housing team to help inform the agenda for the event. |
| Chichester Laser Show event 2024 customer feedback | 19 Feb – 8 March 2024 | To gather feedback about the event. | Visitors to the event | The feedback was given to the events team and considered for potential events of this type in the future. |
| Climate Champions parish council survey. | 23 Feb - 28 March 2024 | To find out whether parish councils — and local community groups that they may be aware of — would be interested in support to facilitate knowledge sharing as part of a new Climate Champions network. | Parish councils in Chichester District. | The results were given to the Environmental Strategy team to help gauge interest in this type of initiative. |
| New Climate Emergency Action Plan 2025 - 2030 consultation | 1 July - 30 Sep 2024 | To gather views on proposals for the council’s new Climate Emergency Action Plan, which cover options for helping to cut carbon emissions across the district. | Residents, workers, organisations, and students in Chichester District. | The results were provided to the Environmental Strategy team to help prioritise the actions to be included in the next Climate Emergency Action Plan. Once the results have been examined and the final plan written up, it will be discussed by Cabinet and Full Council for approval in summer 2025, when the current plan ends. |
| Chichester Cross Market & More and Chichester Summer Street Party — stallholder feedback. | July 2024 | To gather feedback about the event from stallholders and vendors. | Event stallholders. | The feedback was given to the Events team and suggestions considered for the next event. |
| Draft Chichester Regeneration Strategy survey | 26 Jul - 26 Aug 2024 | To ask relevant stakeholders for their views on the draft Regeneration Strategy for Chichester city centre. | Over 80 key stakeholders across Chichester, including local government representatives and businesses. | Results were provided to Senior Officers leading the project so that feedback could be considered before the strategy was approved by Full Council in October 2024. |
| Housing, Revenues and Benefits staff survey. | Aug 2024 | To invite staff to provide feedback on recent divisional meetings. | Staff in the Housing and Revenues and Benefits teams. | Results were provided to the Divisional Manager so that feedback and suggestions can be considered for future meetings. |
| Housing, Homelessness and Rough Sleeping Strategy 2025 - 2030 — Housing Register survey. | 13 Sep - 14 Oct 2024 | To gather information from people on the Housing Register to understand their experience of joining the register and their expectations about the type of home they may wish to bid for. | A randomised 20% sample of people on the council’s Housing Register. | The results were provided to the Housing team to help inform the council’s draft new Housing, Homelessness and Rough Sleeping Strategy. |
| Communication survey for students at the University of Chichester. | 16 - 25 Sept 2024 | To gather feedback on ways the council communicates with and updates students. | Students at the University of Chichester Freshers’ Fair 2024. | Feedback was considered by the Communications team and informed a new mini campaign to raise awareness of the services the council offers, and events taking place in the district, that may be of interest to new students. |
| Chichester Skatepark event evaluation. | 18 Sept - 1 Oct 2024 | To gather feedback about the event. | Visitors to the event. | The feedback was given to the Events team and suggestions and feedback considered. |
| Housing, Homelessness and Rough Sleeping Strategy 2025 - 2030 — employer survey. | 1 Oct - 1 Nov 2024 | To seek the views of district employers on the possible housing issues that may affect their employees and opportunities to recruit staff. | Chichester District employers. | The results were provided to the Housing team to help inform the council’s draft new Housing, Homelessness and Rough Sleeping Strategy. |

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)