

EQUALITY AND DIVERSITY POLICY AND ACTION PLAN



NORTH WILTSHIRE DISTRICT COUNCIL



FOREWARD AND EXECUTIVE SUMMARY

Councillor Gill Offord
Lead Member for Equality and Diversity

As the Lead Member for Equality and Diversity, I am delighted to introduce the Equality and Diversity Policy and Action Plan. Excellent work has already been undertaken in this area - the action plan in Appendix 1 highlights an ambitious programme for continual improvement over the next three years.

This Equality and Diversity Policy will not only influence the way we deliver services to our diverse communities in the future, but will play a key part in embedding Equality and Diversity within the developing culture of our organisation.

Equality and Diversity is not only about equal opportunities but also about ensuring that we as an organisation, and our partners, have a full appreciation and understanding of the diverse communities to which we all belong.

The main thrust of the Policy, is to ensure that the wide range of services we deliver directly, or in partnership with others, are accessible, and delivered to a high standard to each and every sector within the community. We also need to ensure that as one of the major employers in North Wiltshire, we are seen as an excellent role model, and that Members and staff who work for the organisation reflect the people who live in our communities.

I am grateful for all the hard work undertaken by the Executive Working Group who produced the Policy, the external stakeholders group, the internal staff group, and the consultees that informed the development of the Policy.

I now look forward to the next exciting phase of working with our partners and stakeholders to deliver the challenging action plan that will drive forward future improvement in this area.

DRAFT EQUALITY & DIVERSITY POLICY

1. INTRODUCTION

What is Equality?

Ensuring that people have equal opportunities to access appropriate services.

What is Diversity?

Diversity is recognising, accepting and valuing difference rather than being afraid of it.

- 1.1 This document sets out the Council's policy on Equality and Diversity and incorporates the Council's Race Equality Scheme. It sets out how North Wiltshire District Council (the Council) will mainstream equality and make it central to the way the Council determines future policies and delivers services to our communities. This document sets out the steps we need to take to ensure that equality is embedded into the delivery of the 2020 Vision, Corporate Plan and all other services that the Council either delivers directly, or in partnership with others.

2. THE COUNCIL'S STATEMENT ON EQUALITY AND DIVERSITY

- 2.1 Regardless of race, age, gender, sexual orientation, financial hardship, culture and religion, ability and disability or other differences, the Council is committed to equality for all people throughout North Wiltshire. The Council recognises and values diversity and believes that equality and diversity is central to the delivery of excellent inclusive services to its communities.

- 2.2 The Council will:

- Take positive steps within the law to promote equality in employment and will endeavour to ensure its workforce adequately reflects the population it serves
- Identify the diversity of the population in North Wiltshire
- Develop its processes of consultation with minorities to ensure that their needs inform policy development and the way its services are delivered in the future
- Work to integrate the principles of equality within its policies and practices

- Train and develop employees and partners so that they are culturally aware of equality and diversity issues that exist within its communities

3. THE RACE EQUALITY SCHEME

3.1 The Race Relations (Amendment) Act 2000 and the Disability Discrimination Act 1995 imposes a duty on Local Authorities (and other public bodies) to promote race equality. This includes:

- Elimination of unlawful racial discrimination
- Promotion of equal opportunities
- Promotion of good relations between people of different racial groups

3.2 The Council is required to have a Race Equality Scheme. This is located on www.northwilts.gov.uk

3.3 The Council's approach is to incorporate the Race Equality Scheme within this Equality and Diversity policy, which addresses other areas of equality including disability, gender, transgender, age, religion and belief and sexual orientation.

4. WHO IS RESPONSIBLE FOR EQUALITY?

4.1 The Council has a statutory duty to promote race equality. The Council is responsible for ensuring that its services are accessible to all and for encouraging people to tell us about any improvements needed.

4.2 Elected Members have a responsibility to ensure that equality is built into policies and service improvements. Elected Members also have an important role in their capacity as community leaders. They need to be aware of the diverse groups within their areas, to develop relationships with these groups to encourage greater community cohesion and an awareness of how they can influence the services the Council delivers directly or in partnership.

4.3 All employees and partners that deliver services in partnership or on behalf of the Council are responsible for working together to promote equality and fairness both in the way that they treat customers and fellow employees and partners through the services they provide to the public.

5. INTEGRATING EQUALITY INTO THE COUNCIL'S CORPORATE AND BUSINESS AREA PLANS

- 5.1 The Council will integrate equality into everything it does from the highest level – the Corporate Plan - and working through the organisation into Business Area Plans, Service Team Plans and Individual Work Plans. The Council will continually review its Business Area Plans to ensure that the commitment to Equality and Diversity is captured. Only by reviewing these areas will the Council be in a position to demonstrate that equality issues are embedded into the work of this Council.

6. NORTH WILTSHIRE'S POTENTIALLY DISADVANTAGED GROUPS

- 6.1 Some of North Wiltshire's potentially disadvantaged groups are highlighted within appendix 5. These groups are diverse and are dispersed throughout the area.

7. WORKING WITH POTENTIALLY DISADVANTAGED GROUPS

- 7.1 The Council will develop relationships with the existing potentially disadvantaged groups and organisations representing potentially disadvantaged groups.

The Council will:

- Find out more about the potentially disadvantaged groups in North Wiltshire and what issues are important to them.
- Establish the views of potentially disadvantaged groups on the services provided by the Council and its partners.
- Consult and involve potentially disadvantaged groups in the development of services and policies.

- 7.2 The Council will continue to work with the People's Voice and Tomorrow's Voice to enable it to consult more meaningfully with residents and visitors from potentially disadvantaged groups.

8. TRAINING FOR EMPLOYEES AND MEMBERS

- 8.1 The Council is determined to promote an organisation that reflects the diverse communities that it represents and will deliver a comprehensive training and induction programme to all Elected Members and employees.

9. WORKING WITH PARTNERS

9.1 There is a great deal of excellent work already being done by representatives of potentially disadvantaged groups in this area. The Council will continue working in partnership with these groups, together with any other group who wishes, to avoid duplication of effort and to share good practice.

9.2 As at January 2006 the Council works with:

- Wiltshire Race Equality Council
- Wiltshire Diversity group
- Wiltshire Social Inclusion Partnership
- Age Concern Wiltshire
- North Wiltshire Youth Council
- Wiltshire Churches Together
- Wiltshire and Swindon Users Network
- Community First
- CVS North Wiltshire
- The Rubicon Society – Transgender Support Network
- Wiltshire Gay Men's Health Group

10. COMMENTS AND COMPLAINTS

10.1 The Council has a Comments and Complaints Procedure. The Council will work with Wiltshire Constabulary, safety partnerships and other organisations, to ensure that comments/complaints and incidents are reported and acted upon in a co-ordinated way, and that information is shared amongst key service providers. For further information please refer to the Councils Comments and Complaints Policy

11. TRANSLATION AND INTERPRETING

11.1 The Council operates a translation service through the Customer Contact Team and will be introducing a signing service. Work needs to be done on raising the awareness of this service and to provide an improved service to people with specific needs.

12. EQUALITY IMPACT ASSESSMENTS – REVIEW OF SERVICES/POLICIES

12.1 In order to ensure that Equality and Diversity becomes part of the developing culture of the Council, it will be important to ensure that Equality Impact Assessments are carried out in all areas against all services and policies.

12.2 Conducting an impact assessment should help to promote equality of opportunity and to deliver outcomes. The process of impact assessment is there to support the gathering of evidence. (See Appendix 3 for further information.)

12.3 It is important that the outcomes and actions resulting from the Equality Impact Assessments are included within Business Area Plans, Team Plans and Individual Work Plans.

13. DISABILITY DISCRIMINATION ACT 1995

13.1 The Disability Discrimination Act 1995 and subsequent legislation requires employers and providers of goods and services to eliminate discrimination. The Council is working towards producing an Access Policy that states how access to all public buildings that it either directly manages or delivers services at will be achieved.

14. THE EQUALITY STANDARD

14.1 The Equality Standard is a key national performance indicator within this area. There are 5 levels within the standard. The Council has achieved Level 1 and is committed to achieving Level 2 by April 2007 and then progressing through each of the higher levels.

15. INTERNAL EMPLOYEE GROUP

15.1 The Council has an internal employee group that has representatives from each of the four business areas. The group monitors and reviews progress being made along the Equality Standard and ensures that the outcomes of Equality Impact Assessments are delivered within the business areas.

16. CORPORATE PLAN/LEAD MEMBER RESPONSIBILITY

16.1 Equality and Diversity is a key priority area within the 2005/08 Corporate Plan and is supported by a Lead Member of the Executive with specific portfolio responsibility.

17. WILTSHIRE RACE EQUALITY COUNCIL (WREC)

17.1 The Council is one of nine other Local Authority and Primary Care Trust partners that has a service level agreement with WREC to provide the following range of services:

- Advocacy- self and third party
- Policy development
- Case work
- Consultancy – to include information, advice, signposting and referral

- Community development and outreach
- Partnership working
- Training

17.2 The key objectives of the organisation are:

- To work towards the elimination of racial discrimination and to promote equality of opportunity and good relations between persons of different racial groups.
- To work for a just society which gives everyone an equal chance to learn, work and live free from discrimination and prejudice and from the fear of racial harassment and violence

18. WILTSHIRE COMPACT – EQUALITY & DIVERSITY CODE OF GOOD PRACTICE

18.1 The Council has signed up to the Wiltshire Compact. The Compact has an Equality and Diversity code of good practice – www.thecompact.org.uk.

19. RURAL PROOFING

19.1 Rural proofing is the process of assessing the different impacts that a policy might have in rural areas and where necessary making adjustments or compensations to reflect rural needs and circumstances.

19.2 Rural proofing should be a mainstream activity, not a policy in its own right and should be integrated as part of the development process for all strategies produced

19.3 The Rural White Paper 'Our Countryside: The Future' (2000) introduced the Governments Commitment to rural proofing policy development. Government Departments and Government Offices for the Regions have been required to report annually on how their policies have been rural proofed since 2001. Local authorities are not subject to the same requirement, but it is considered good practice to carry out rural proofing of policies.

20. www.northwilts.gov.uk

20.1 The Council web site has a good level of accessibility built in. There are currently access keys, browser accessibility and a language translator on the site. The site also has an A-Z of Council services.

21. THE LEGAL FRAMEWORK FOR EQUALITIES

21.1 The Equalities & Diversity Policy provides a framework, allowing the Council to:

- Meet the mandatory requirements of the Race Relations Act.
- Comply also with existing legislative requirements on gender and disability.
- Respond positively to other equality areas relating to religion, belief, age, marital/family status, sexual orientation and gender reassignment.
- Progress through the levels of the Equalities Standard for Local Government.

21.2 The Council's commitment to securing genuine equality of opportunity is underpinned by the following legislation designed to eliminate unfair discrimination:

- The Race Relations Act 1976 and the Race Relations (Amendment) Act 2000
- The Disability Discrimination Act 1995 and DDA 1995 (Amendment) Regulations 2004
- The Sex Discrimination Act 1975 (amended 1986)
- Sex Discrimination (Gender Re-assignment) Regulations 1999
- The Equal Pay Act 1970 (amended 1983)
- Employment Equality (Sexual Orientation) Regulations 2003
- Employment Equality (Religion or Belief) Regulations 2003
- Data Protection Act 1998
- Human Rights Act 1998
- The Crime & Disorder Act 1998
- Criminal Justice Act 2003
- Protection from Harassment Act 1997
- Freedom of Information Act 2000
- Civil Partnership Act 2004
- Gender Recognition Act 2004
- Disability Discrimination Act 2005
- Employment Equality (Age) Regulations 2006

(See Appendix 2 for more detailed information regarding equalities legislation)

22. EMPLOYMENT

22.1 The Council is actively committed to equality of opportunity in all its working procedures and practices. The Council recognises that its services are enhanced and improved through recruitment and retention of a diverse workforce and therefore aims to:

- Ensure that it select applicants for jobs solely on the basis of their relevant experience, qualifications and skills.
- Ensure that an individual's age, gender, physical or mental impairment, faith, sexuality or ethnic origin is not a barrier to recruitment or career progression.
- Promote the recruitment and retention of a more diverse workforce through publicity, with recruitment advertisements displaying the "two ticks" logo, improving physical access, workplace support and other reasonable adjustments.
- Promote and implement positive measures to address any under-representation. This can include training schemes, work placement and other access to work initiatives.
- Ensure that all employees and Elected Members who participate in the appointment process will be trained in the provisions of all the relevant equalities legislation and in the recruitment and selection process.
- Monitor the impact of the equal pay audit.
- In accordance with the specific duty in the Race Relations (Amendment) Act 2000 the Council monitor and report annually by ethnicity, disability and gender:-
 - Recruitment & Selection (applicants for jobs and promotion)
 - The make-up of our workforce (employees in post) and compare our workforce to that of the population of North Wiltshire.
 - Training & Development opportunities (benefits/detriments from appraisals)
 - Incidents of Harassment and Bullying
 - Disciplinary & Grievance Cases
 - Employment Tribunal cases
 - Leavers and Reasons for Leaving

23. CONDITIONS OF EMPLOYMENT

- 23.1 All of the Council's terms and conditions of employment are afforded equally to all employees irrespective of an employee's age, gender, physical or mental impairment, faith, sexuality or ethnic origin.
- 23.2 Complaints concerning victimisation and harassment are dealt with in accordance with the Council's Harassment Policy and will not subsequently result in the complainant receiving less favourable treatment than other employees in the same or similar circumstances.

EQUALITY POLICY THREE YEAR ACTION PLAN (2006 – 2008)

Action	Responsibility	Completion date
1. Introduce Equality and Diversity section within Council reports that includes rural proofing	Strategic Manager and Policy and Democratic Services Team Leader	January 2006
2. Arrange an audit on accessibility of Council facilities, front of house operation and telephone services	Strategic Manager	January 2006
3. Employees to carry out Equality Impact Assessments and setting equality targets in their relevant service areas	Strategic Managers and Team Leaders	Ongoing from January 2006
4. Approval of Corporate Equality & Diversity Policy	Strategic Manager, Lead Member, Full Council	February 2006
5. Train employees to effectively carry out Equality Impact Assessments	Internal Equalities & Diversity Working Group	February 2006
6. Publicise widely the Equality & Diversity Policy in a variety of formats e.g. website, community groups	Strategic Manager & ICT, Community Partnership Team Leader, Communications Officer	March 2006
7. Achieve Level 1 of the Equality Standard	Strategic Manager & Human Resources & Payroll	March 2006
8. Review policies and assessments to ensure compliance with Disability Discrimination Act	Estate and Design Team Leader & Human Resources & Payroll Team Leader	March 2006
9. Monitor progress through the levels of the Equality Standard	Strategic Manager & Human Resources & Payroll	March 2006 and thereafter on an annual basis
10. Deliver 'respect for people' training programme to Members and employees	Human Resources & Payroll / Training & Development Officer	To be completed by March 2006
11. Review accessibility of information e.g. Large print, translation services, signing service	Strategic Managers, Team Leaders, ICT and Communications Team	April 2006

12. Arrange deaf and disability awareness training for front line staff	Training & Development Officer	April 2006
13. To review and develop employment policies and practices designed to ensure discriminatory practices in recruitment, selection and employment do not take place	Human Resources & Payroll	April 2006
14. Equalities to be integrated into all Business Area Plans, Service Plans and Individual Team Plans and through staff appraisals	Strategic Managers and Team Leaders	Ongoing from April 2006
15. Continue to develop the web site to ensure improved access – introduce browser that ‘reads’ the pages	ICT Team Leader	May 2006
16. Establish a focus group comprising of customers and outside organisations to review the policy and to provide feedback on Equality and Diversity issues	Strategic Manager	June 2006
17. Prioritise and design three year rolling Equalities training programme for Members and employees	Training officer and Human Resources & Payroll	June 2006
18. Review Equality and Diversity induction programme for new Members and employees	Corporate Management Board in conjunction with the Members’ Development Group	June 2006
19. Work with the Wiltshire Constabulary and safety groups to ensure that incidents of hate crime are recorded and information shared amongst partners	Strategic Manager	September 2006
20. Prepare a Disability Equality Scheme	Strategic Manager	December 2006

<p>21. Identification of the specific needs of the most disadvantaged groups and exploring how Information Communication Technologies (ICT) can help to address these needs</p>	<p>Internal E&D Working Group</p>	<p>March 2007</p>
<p>22. Carry out an Equal Pay Audit and formulate an Equal Pay Action Plan</p>	<p>Human Resources & Payroll</p>	<p>April 2007</p>
<p>23. Achieve Level 2 of the Equality Standard</p>	<p>Strategic Manager Internal E&D Working Group</p>	<p>April 2007</p>
<p>24. Achieve Level 3 of the Equality Standard</p>	<p>Strategic Manager Internal E&D Working Group</p>	<p>April 2008</p>
<p>25. Monitor and review implementation of the Equalities & Diversity Policy and Action Plan. Progress to be monitored through the performance management framework</p>	<p>Corporate Management Board Internal E&D Working Group</p>	<p>Quarterly</p>
<p>26. Carry out Equality Impact Assessments for all existing, new and revised policies, plans and significant projects to ensure all forms of discrimination are challenged and addressed in all service areas</p>	<p>Strategic Managers and Team Leaders</p>	<p>Ongoing</p>
<p>27. Service areas to monitor the profile of customers and their satisfaction rates and reduce any differences</p>	<p>Strategic Managers and Team Leaders</p>	

EQUALITIES AND ASSOCIATED LEGISLATION

Race Relations Act 1976 (Race Relations Act)

The Act makes discrimination unlawful on the grounds of colour, race, nationality (including citizenship) or ethnic or national origin. It applies to employment and training and the provision of goods, facilities and services.

The Race Relations (Amendment) Act 2000

The Act extends the Race Relations Act 1976. It creates a general duty to promote race equality that requires public authorities to eliminate unlawful racial discrimination and promote equality of opportunity and good relations between people of different racial groups.

It is unlawful for any public authority to discriminate on racial grounds in carrying out any of its functions. There are additional specific duties for local authorities (and other public authorities) including the production of a Race Equality Scheme and employment related duties in terms of monitoring the ethnicity of job applicants and employees.

The Act is supported by detailed Codes of Practice prepared by the Commission for Racial Equality.

Disability Discrimination Act 1995 (the DDA)

This requires employers and providers of goods and services to eliminate discrimination against disabled people at all levels.

The employment measures make it unlawful to treat a person less favourably than a non-disabled person because of their impairment in terms of recruitment, training or dismissal, unless the employer can prove this is justified. In order to comply with the Act, an employer is required to look at changes in the work place or working practices and make any reasonable adjustments. This concept of reasonable adjustment is crucial to the legislation. It means that the Council has a duty to be flexible in relation to the service we offer, both to the public and its employees.

The legislation is supported by codes of practices on:

- Elimination of discrimination in the field of employment against disabled persons or persons who have a disability
- Definition of Disability Guidance Notes – providing a new definition of ‘disability’ and ‘disabled person’

Disability Discrimination Act 1995 (Amendment) Regulations 2004

This increases existing legal protection (e.g. includes Cancer as a disability) and implements Part III of the DDA legislation which extends to providers of goods, facilities and services to the public.

This requires service providers to remove, alter and avoid physical features which prevent access to services by disabled people.

Sex Discrimination Act 1975 (Sex Discrimination Act) – amended 1986

The Act outlaws discrimination in employment on the grounds of sex or marital status. The Sex Discrimination Act prohibits direct and indirect sex and marital status discrimination against men or women in respect of such matters as selection for appointment, promotion or training. The Act is supported by Codes of Practice prepared by the Equal Opportunities Commission (EOC).

Sex Discrimination (Gender Re-assignment) Regulations 1999

These extend the Sex Discrimination Act 1975 and prohibit direct discrimination if a person has had or is undergoing gender reassignment.

Equal Pay Act 1970 – amended 1983

This Act is associated with the Sex Discrimination Act 1975 and they complement each other, with infringement of the rights in one not giving rise to proceedings in the other. Whilst the objective of the Sex Discrimination Act is to promote equality of opportunity between men and women generally, the Equal Pay Act is designed to prevent discrimination between men and women in respect of their terms and conditions of employment, including pay. It applies to complaints that less favourable terms are being applied in situations where employees are doing the same or broadly similar work.

Employment Equality (Sexual Orientation) Regulations 2003

These extend the legislation to prohibit discrimination in employment on the grounds of sexuality – i.e. homosexuality, lesbianism and bi-sexuality.

Employment Equality (Religion or Belief) Regulations 2003

These prohibit discrimination in employment on the grounds of religion or similar philosophical belief.

The Data Protection Act 1998

This Act sets out broad standards referred to as 'principles'. Local authorities need to be mindful of the principle of the DPA when collecting and storing data to comply with monitoring requirements contained within other equality related legislation.

Human Rights Act 1998

There are 16 basic rights in this Act which are taken from the European Convention on Human Rights. They can affect matters of life and death (e.g. freedom from torture and killing). Rights in every day life (e.g. what you can say and do, your beliefs, your right to a fair trial) or Article 8, the right to respect for private and family life (which can be associated with Travelling families) and many other similar basic entitlements.

The Crime & Disorder Act 1998

This Act is complemented by the Race Relations (Amendment) Act 2000 making specific offences of racist violence and harassment.

Criminal Justice Act 2003

Section 146 of the **Criminal Justice Act 2003** came into effect in April 2005, empowering courts to impose tougher sentences for offences motivated or aggravated by the victim's sexual orientation in England and Wales.

Local authorities have a duty to work with the police to create crime reduction strategies for their area. Statutory guidance to the Crime and Disorder Act 1998 required the police and local authorities to work with and invite the participation of local LGB communities in these Community Safety Partnerships.

Protection from Harassment Act 1997

This legislation is predominantly aimed at 'stalking' but it has implications for employers and employee behaviour in the workplace. The Act states that a person must not pursue a course of conduct that amounts to harassment and which he or she knows or ought to know amounts to harassment. Injunctions can be issued under the Act to stop behaviour that alarms the person or has caused or may cause the person distress.

Freedom of Information Act

This Act introduces a general right of access to information held by a wide range of public bodies with the aim of ensuring that decision-making public organisations are open and accountable.

Civil Partnership Act 2004

This Act is due to come into force on 5th December 2005 and will allow same-sex couples to register as civil partners. The Act also provides that civil partners should be treated in the same or similar way to spouses in a number of areas, including many related to employment.

Gender Recognition Act 2004

A ruling by the European Court of Human Rights, resulted in the United Kingdom Government making provision for transsexual people to be recognised in their acquired gender, and for them to be treated in accordance with those rights and responsibilities pertinent to that gender.

As a consequence, the Gender Recognition Act 2004 (July 2004) came into effect on 4 April 2005. This allows transsexual people to legally change their recorded gender and to benefit from any rights and responsibilities that are associated with their acquired gender. From 4 January 2005 transsexuals are able to submit an application to change their gender to the newly created Gender Recognition Panel.

Disability Discrimination Act 2005

From December 2005 new amendments to the DDA 1995 are introduced and from December 2006 new laws will place a duty on public bodies to promote disability equality.

The Disability Equality Duty will require the Public Sector to actively promote disability equality and is similar to the duty to promote race equality under the Race Relations (Amendment) Act. This is a positive duty that builds in disability equality at the beginning of the process, rather than making adjustments at the end.

Employment Equality (Age) Regulations 2006

This Act will give legal protection against discrimination on the grounds of age.

ADDRESSING EQUALITY ISSUES IN REVIEWS OF SERVICES AND POLICIES 10 POINT CHECKLIST – EQUALITY IMPACT ASSESSMENTS

This checklist is designed to assist officers and Members when reviewing policies or service areas. Some items may be more relevant to policies and others more relevant to services.

1. Could the service or policy have an adverse impact on equality of opportunity for some groups? Could it for instance put some racial groups at a disadvantage? Will the service be fully accessible for people with disabilities?
2. Could the service or policy have an adverse impact on relations between different racial groups, age groups, those who may find it difficult to afford services or other groups? An example might be a gypsy/traveller encampment in a rural area, which might create tensions amongst the local communities. Care would need to be taken to communicate with the travellers and the broader communities as to what action the Council proposed to take
3. Is there any data that could be used to determine policies and assess impact, such as :
 - Demographic data and census findings
 - Comparisons between our policies and those of other local authorities
 - Information from consultation or other research
4. Do we have a customer database? If so, does it break down customers into ethnic groups, gender, age, disability and any other relevant group?
5. Do we know how satisfied all our customers are with the services that we provide? Do we know if there are any differences in satisfaction levels between different groups? Has any action been taken if there were any differences?
6. Have we consulted to find out if there are any differences requirement/need between these groups eg access, material produced in different languages?
7. How will we monitor and analyse the effects of our services and policies on particular groups?
 - Statistical analysis of monitoring data
 - Satisfaction surveys analysed by different groups
 - Random or targeted surveys

- Meetings or focus groups
 - Best Value or other indicators
 - Findings from the People's/Tomorrow's voice
8. Do we have arrangements in place for publishing the results of any assessments, consultation and monitoring that is carried out?
9. Are we sure that information and services are accessible to everyone? (ie all ages, races, cultures, religions, genders, social standing and disabilities. If the use of a service is lower for certain groups, could this be explained by lack of awareness of it, a lack of need for it or failure to meet particular needs? Is information available at the right place at the right time and in the right form to suit all groups? Do staff, Members and our partners have the necessary skills, information and understanding about, for example, different cultures and what it is like to have a disability. Do we deal fairly and equally with all of our customers? Do we know what different groups within the community want from services eg young people or people with caring responsibilities?
10. Have we considered how access to services can be improved? Do we know what services different groups within the community want and how they would like them provided? For example, have we asked local disability groups, minority ethnic communities, young people and older people what services they would like and how they would like them provided.
- Providing services in an environment with which they are familiar.
 - Strengthening co-operation with particular groups.
 - Arranging for interpreters/translations.

CONSULTEES

1. Wiltshire Race Equality Council
2. Wiltshire Diversity Group
3. Wiltshire Social Inclusion Partnership
4. Age Concern Wiltshire
5. North Wiltshire Youth Council
6. Wiltshire Churches Together
7. Wiltshire and Swindon Users Network
8. Community First
9. The Rubicon Society – Transgender Support Network
10. Wiltshire Gay Men's Health Group
11. Wiltshire Town and Parish Councils
12. Wiltshire County and District Councils
13. Wiltshire Housing Associations
14. North Wiltshire Citizens Advice Bureau
15. Primary Care Trusts
16. Wiltshire Constabulary
17. Wiltshire Fire Service
18. North Wiltshire Members and Staff
19. North Wiltshire Local Strategic Partnership

DIVERSITY FIGURES

Ethnicity and Diversity of North Wiltshire

Gender

All people	125372	Percentage %
Males	62027	49.47
Females	63345	50.53

Age Structure

All people	125372	Percentage %
People aged: 0 – 4	8020	6.4
People aged: 5 – 7	5140	4.1
People aged: 8 – 9	3625	2.89
People aged: 10 – 14	8398	6.7
People aged: 15	1539	1.23
People aged: 16 – 17	3020	2.41
People aged: 18 – 19	2354	1.88
People aged: 20 – 24	5782	4.61
People aged: 25 – 29	7408	5.91
People aged: 30 – 44	30728	24.51
People aged: 45 – 59	25002	19.94
People aged: 60 – 64	5970	4.76
People aged: 65 – 74	9705	7.74
People aged: 75 – 84	6437	5.13
People aged: 85 – 89	1469	1.17
People aged: 90 & over	775	0.62

Urban / Rural

All People	125372	Percentage %
Living in urban settlements	66447	53%
Living in town fringe settlements	16298	13%
Living in villages, hamlets or isolated settlements	42626	34%

Economically Active People

All People	125372	Percentage %
All persons aged 16 – 74	89969	71.76

Economic Activity

All persons aged 16 – 74	89969	Percentage %
Economically active: Employees: Part-time	11759	13.07
Economically active: Employees: Full-time	41881	46.55
Economically active: Self-employed	9012	10.02
Economically active: Unemployed	1640	1.82
Economically active: Full-time student	2006	2.23
Economically inactive: Retired	11305	12.57
Economically inactive: Student	2281	2.54
Economically inactive: Looking after home/family	5841	6.49
Economically inactive: Permanently sick/disabled	2554	2.84
Economically inactive: Other	1690	1.88

Unemployment

Economically active: Unemployed	1640	Percentage %
Unemployed: Aged 16 – 24	411	25.06
Unemployed: Aged 50 and over	363	22.13
Unemployed: Who have never worked	59	3.60
Unemployed: Who are long-term unemployed	296	18.05

Ethnicity

All people 125372	125372	Percentage %
White: British	120279	
White: Irish	835	
Other White	2019	
White Total	123133	98.21
Mixed: White and Black Caribbean	320	
Mixed: White and Black African	80	
Mixed: White and Asian	306	
Mixed: Other	173	
Mixed Total	879	0.70
Asian or Asian British: Indian	315	
Asian or Asian British: Pakistani	54	
Asian or Asian British: Bangladeshi	75	
Asian or Asian British: Other	81	
Asian Total	525	0.42
Black or Black British: Caribbean	206	
Black or Black British: African	83	
Black or Black British: Other	36	
Black Total	325	0.26
Chinese	303	
Other Ethnic Group	207	
Chinese/Other Total	510	0.41

Religion

All People	125372	Percentage %
Christian	95159	75.90
Buddhist	266	0.21
Hindu	123	0.10
Jewish	71	0.06
Muslim	327	0.26
Sikh	140	0.11
Other religions	399	0.32
No religion	19577	15.62
Religion not stated	9310	7.43

Source: Wiltshire & Swindon Intelligence Network, 2001 Census