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30 January 2020

Dear Councillor,

A meeting of **SCRUTINY COMMITTEE FOR COMMUNITY, CUSTOMER SERVICES AND SERVICE DELIVERY** will be held in the **COUNCIL CHAMBER** at these offices on **WEDNESDAY, 5<sup>TH</sup> FEBRUARY, 2020 at 7.00 pm** when your attendance is requested.

Yours sincerely,  
KATHRYN HALL  
Chief Executive

**A G E N D A**

**Pages**

- |    |  |                |
|----|--|----------------|
| 1. | To note Substitutes in Accordance with Council Procedure Rule 4 - Substitutes at Meetings of Committees etc. |                |
| 2. | To receive apologies for absence.  |                |
| 3. | To receive Declaration of Interests from Members in respect of any matter on the Agenda.                     |                |
| 4. | To consider any items that the Chairman agrees to take as urgent business.                                   |                |
| 5. | Questions pursuant to Council Procedure Rule 10 due notice of which has been given.                          |                |
| 6. | Overview of Complaints – 2018/2019   | <b>3 - 6</b>   |
| 7. | Air Quality  | <b>7 - 20</b>  |
| 8. | Equality and Diversity Scheme 2020-24  | <b>21 - 52</b> |
| 9. | Scrutiny Committee for Community, Service Delivery & Customer Service - Work Programme                       | <b>53 - 54</b> |

To: **Members of Scrutiny Committee for Community, Customer Services and Service Delivery:** Councillors A Boutrup (Chair), Anthea Lea (Vice-Chair), L Bennett, P Chapman, R Clarke, B Dempsey, S Ellis, I Gibson, J Henwood, T Hussain, J Mockford, M Pulfer, S Smith, A Sparasci and D Sweatman

## OVERVIEW OF COMPLAINTS – 2018/2019

REPORT OF: Simon Hughes, Head of Digital and Customer Services  
Contact Officer: Karen Speirs, Customer Services Manager, Customer Services and Communications Email: karen.speirs@midsussex.gov.uk 01444 477510  
Wards Affected: (All)  
Key Decision: No  
Report to: Scrutiny Committee for Customer Service and Service Delivery  
5<sup>th</sup> February 2020

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### Purpose of Report

1. To provide Members with annual information about formal complaints received by the Council from 1st April 2018 to 31st March 2019. It also summarises the complaints referred to the Local Government Ombudsman (LGO) during the same period.

### Background

2. In 2017/18 the Council received 196 complaints, compared to 232 in the previous year. All complaints were investigated and responded to, 99% within the target times set out within the Council's complaints procedure. The remaining 1% received apologies for delay in acknowledgement and response and were due to more time needed for investigation. In the same period the Council also received 448 compliments, compared to 267 in 2017/18. More complaints do not necessarily mean increased service issues. Increasing awareness of the complaints process is important as complaints and compliments provide an opportunity to review procedures and initiate improvements if needed. Each issue of the staff newsletter currently references the number of complaints and compliments received and highlights some examples of excellent customer service to share best practice.
3. Nationally the LGO registered 16,899 complaints and enquiries compared to 17,452 in 2017/2018 and 58% of their investigations were upheld, which increased from 57% the previous year. The LGO's latest report launched a new interactive map of council performance at <https://www.lgo.org.uk/your-councils-performance/mid-sussex-district-council/statistics>
4. For the Council, three detailed investigations took place and of these one was upheld, which equates to 33% compared to an average of 43% in similar authorities, details on these are contained in paragraphs 15 and 16 and the accompanying table. We also had a 100% compliance rate with any recommendations the LGO made compared to an average of 99% in similar authorities.
5. Nationally, the LGO carried out 4232 detailed investigations compared with 4020 in 2016/17, a third of these related to Education and Children's Services or Adult Social Care. The highest proportion of complaints which were upheld were about Benefits and Tax (69%) and the fewest about Planning and Development (37%). The LGO made recommendations to remedy 1,929 upheld cases, up 11% on 2017-18 and welcomed the constructive way in which the large majority of authorities work with them to remedy injustices and to take steps to improve services. The number of cases where authorities have offered a suitable remedy during their local complaints process before being submitted to the LGO has increased by a fifth on last year.

6. The LGO states that it is important to understand that, taken alone, the volume of complaints does not indicate the quality of an authority's services. High volumes of complaints can be a sign of an open, learning organisation, and they consider an authority's willingness to accept fault where it has occurred and to put things right as a more insightful marker than complaint volumes.
7. A complaint is classed as upheld if the LGO find some fault in the way the local authority acted, including where it has been acknowledged that a fault has been made and action offered to be taken, but the person still requires an independent review. For the Council, this is normally when the complainant, having received a response from the Business Unit Leader at stage one, and then by an independent Head of Service at stage two, is still dissatisfied with the outcome of their complaint.
8. The Council follows the LGO good practice guidance for complaints for Councils:
  - Ensuring reports are concise and written in plain English where possible to ensure they can be understood by a range of people.
  - Ensuring there is a record of how all key material planning considerations were considered.
  - Ensuring comments from local people and other bodies are summarised so people can see what was considered.
  - Clearly explaining what is being considered and the impact on any existing permissions and planning controls.
  - Using a system for recording reasons for decisions, even if the decision is that no action should be taken.
9. The LGO refers to the fact that most Councils work constructively to remedy injustice and take on board how to prevent future occurrences and improve procedures. An example of this is where, as a result of a complaint regarding information contained within a Planning Committee report, officers were reminded that any report should include a full and clear analysis of the likely impact of proposed development.
10. Similarly, we complete recommendations from complaints rather than waiting for the outcome of any complaints referred to the LGO. For example, the LGO closed a complaint forwarded to them, as the Council had already remedied the matter and made an apology. Other complaints were not referred to the LGO, as remedies such as an apology, action taken and reimbursements where it was deemed appropriate to do so.

## **Recommendations**

11. Members are recommended to note the report

## **Complaints Process**

12. The Council has a formal complaints procedure, a copy is attached at appendix B. A summary of all complaints and compliments received are reported to the Portfolio Holder for Customer Services on a monthly basis and reviewed by Business Unit Leaders at their bi-monthly meeting.

## **Complaints and Enquiries received from LGO**

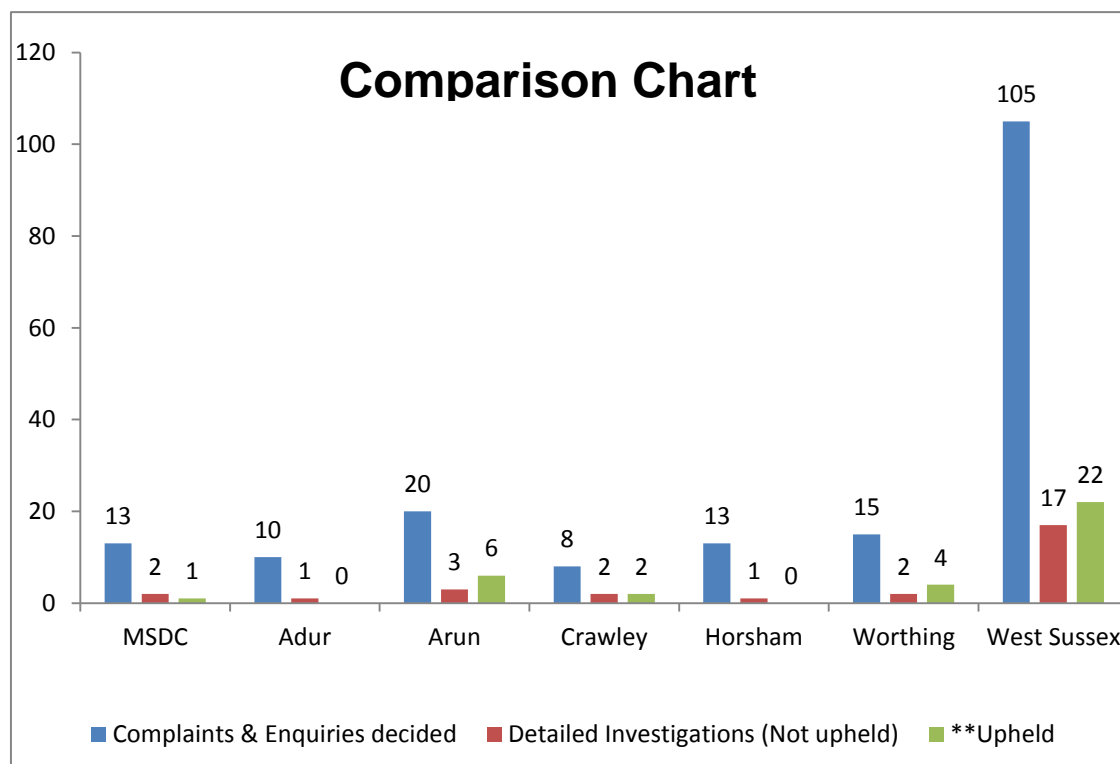
13. Complaints and enquiries received by The Local Government Ombudsman (LGO) for Mid Sussex District Council for the period 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019 are detailed below. A copy of this annual review letter can be found at Appendix A.

14. The numbers of complaints and enquiries received do not always equate as a number of complaints will have been received by the LGO during the year, but decisions are reached on them in different business years.

15. For comparison, during 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019, the LGO received complaints and enquiries from neighbouring local authorities as follows:

Adur	Arun	Crawley	Horsham	Mid Sussex	Worthing	West Sussex County Council
11	21	8	17	16	16	110

16. Decisions made by the LGO for the period 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019 in West Sussex were as follows:



\*\* Upheld complaints are those where the LGO finds some fault in the way a council acted, even if it has agreed to put things right during the course of the investigation or has accepted it needs to remedy the situation before the complainant made the complaint.

17. There were three detailed investigations undertaken by the LGO in 2018/19, (four in 2017/18) for complaints by Mid Sussex residents. These three investigations were for Planning and Development.

One involved a complainant who was dissatisfied with enforcement action regarding landscaping on a new development. The LGO confirmed that the action taken by the Council met both local and national guidance.

One involved dissatisfaction with late notification of a planning application where the LGO found no fault by the Council.

The one complaint which was upheld by the LGO was the dissatisfaction of information provided in a Committee Report. The LGO agreed that the report failed to clearly show the impact upon the amenity of neighbouring properties, although this was unlikely to have affected the planning decision. It did, however, cause the complainant frustration. As a result of this decision the Council acted by reminding officers to show this in all future reports and apologised to the complainant for this.

18. The other complaints submitted to the LGO were:

One for Benefits and Tax (closed after initial enquiries), one for Housing (closed after initial enquiries), 8 for Planning and Development (4 closed after initial enquiries), (4 referred back for local resolution).

### **Financial Implications**

19. There are no financial implications.

Risk Management Implications

20. There are no specific risk management implications arising from this report.

### **Equality and Customer Service Implications**

21. Complaints are an opportunity to improve service and staff performance. Each complaint is reviewed to highlight any service failures that need to be addressed to prevent a recurrence.

### **Other Material Implications**

22. There are no other material implications arising from this report.

### **Appendices:**

LGO Annual Review letter of 2019 - Appendix A

<https://www.lgo.org.uk/your-councils-performance/mid-sussex-district-council/annualletters/>

Council's complaints procedure – Appendix B

<https://www.midsussex.gov.uk/media/4630/msdc-complaints-procedure-jan-2020.pdf>

### **Background Papers**

Link to Local Ombudsman upholding more complaints about local government:

<https://www.lgo.org.uk/information-centre/reports/annual-review-reports/local-government-complaint-reviews>

## AIR QUALITY

REPORT OF: Tom Clark, Head of Regulatory Services.  
Contact Officer: Adam Dracott Team Leader Environmental Protection  
Email: [adam.dracott@midsussex.gov.uk](mailto:adam.dracott@midsussex.gov.uk) Tel: 01444 477382  
Wards Affected: ALL  
Key Decision: No  
Report to: Scrutiny Committee for Community, Customer Services and Service Delivery  
5th February 2020

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### Purpose of Report

1. To inform Members about our Annual Status Report on air quality and highlight the air quality programme across the District.

### Recommendations

**The Committee is recommended to endorse the approach of the Council on Air Quality Management.**

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### Background

2. Statutory responsibility for monitoring and assessing air quality sits with the Council under Part IV of the Environment Act 1995. Areas where pollutants exceed, or are likely to exceed, Government health based air quality objectives are declared as Air Quality Management Areas (AQMA) and we are required to produce an air quality Action plan (AQAP) to demonstrate how we will improve air quality in the AQMA. Councils are also required to produce an Annual Status Report (ASR) for the Department of Environment, Food and Rural Affairs (Defra) for their approval.
3. Where air quality problems resulting in AQMA are related to traffic, which is the case for all AQMA in West Sussex, West Sussex County Council as the highway authority, has a statutory responsibility to work with the relevant District or Borough Council to develop and deliver the action plans for these AQMA. Highways England has an equivalent responsibility to work with the relevant District and Borough Council in relation to the Strategic Road Network where there are AQMA (i.e. the A27, the M23 and the A23 to the south of Pease Pottage).
4. The Annual Status Report (ASR) report provides an overview of air quality in Mid Sussex. It contains details of monitored pollutants and incorporates information on changes or potential changes to the environment due to new processes or developments. This allows us to identify potential impacts on air quality which we need to consider and mitigate. The report also includes an update on the actions within the AQAP to address air pollution in the district.
5. Mid Sussex District Council's Annual Status Report for 2018 was approved by Defra in August 2019 and is available to view on the MSDC website under Environment/Air-Quality.

6. As air pollutants do not recognise boundaries we work in partnership with our colleagues in the other districts, boroughs and Counties to deliver air quality. The group is Sussex wide and is known as the Sussex Air Quality Partnership, with representatives from Public Health, County Highways, the Environmental Research Group at King's College London and the air quality specialists from the district and boroughs.
7. Generally, in Mid Sussex District we have good air quality, but we do have one hotspot where exceedances of one pollutant has been identified. Such hotspots exist widely in Central London. On account of this, in 2012 we declared an Air Quality Management Area at the Stonepound Crossroads, Hassocks due to levels of nitrogen dioxide (NO<sub>2</sub>) exceeding the air quality objective level of 40ug/m<sup>3</sup> expressed as an annual mean concentration. Once the declaration had been made, we produced an Action Plan listing a number of measures to improve and reduce the pollutant levels. Early indication is that the air quality is improving. We also have a Members' Air Quality Steering Group supported by the relevant officers from the district and county which meets annually to audit and direct the action plan.
8. The exceedance of the air quality objective level for nitrogen dioxide at the Stonepound Crossroads is assessed at the building façade and relates to the average exposure at that position measured or modelled over the period of a year for those living there. For 4 out of the 5 monitoring sites within the AQMA, NO<sub>2</sub> levels are below the objective and the other monitoring site has marginally exceeded the objective in 2018 having been below it in 2017. The overall trend shows a steady decline in pollution levels and the monitoring data indicates that the objective is likely to be met in the next couple of years. The objective level does not relate to short term exposure for people walking around the area or through it. There is a much higher limit for short term exposure to concentrations of nitrogen dioxide and the levels at Stonepound Crossroads are well below this level.

### **Brief background to Air Quality Pollutants**

9. There are a variety of different pollutants that have impacts on health for which the government has set objective levels to protect health. The main ones of concern are nitrogen dioxide (NO<sub>2</sub>) and particular matter (PM). Particulate matter is often referred to by size, so you may see references to PM<sub>10</sub>, PM<sub>2.5</sub> or PM<sub>0.1</sub> and are a health concern due to their tiny size which can penetrate deep into the lungs.
10. Pollutants:
  - Nitrogen dioxide (NO<sub>2</sub>) -Road transport is responsible for some 80% of NO<sub>2</sub> concentrations at the roadside, with diesel vehicles of greatest concern at a local level. This is due in part to improvements in real world emissions testing showing that laboratory test-based emission standards have not delivered expected reductions under real world driving conditions.

- Particulate matter-is a generic term for tiny soot, grit and dust particles caused by combustion processes such as power plants and motor vehicles and also when gases and particles interact with one another in the atmosphere. They are categorised by size and identified in microns ( $\mu\text{m}$ ). Of the different sizes of particulate matter,  $\text{PM}_{2.5}$  has the strongest epidemiological link to health outcomes as this size particle can be inhaled deep into the lungs. The very smallest particles, ultra-fine  $\text{PM}_{0.1}$ , once inhaled are able to pass directly into the bloodstream. Unlike  $\text{NO}_2$  where concentrations are high immediately adjacent to the source, particulate matter has a much wider geographical extent and guidance suggests we can use monitoring from up to 50 miles away as a reference. Due to the large distances that PM can travel, it is harder to control at a local level.
11. National and European objectives define levels based on the known effect these pollutants have on human health. Objectives are set in law and, where an AQMA has been designated, local authorities have a statutory obligation to work towards meeting them.
  12. However, there is no evidence of a safe level of exposure to particulate matter or a threshold below which no adverse health effects occur. So the approach for this pollutant is generally accepted to be a reduction in background concentrations to ensure the best health outcomes for the widest geographic range of people. It is important to note that local authorities are not presently required to monitor  $\text{PM}_{2.5}$ .
  13. There is consistent evidence demonstrating clear adverse effects of exposure to air pollutants on health, particularly on the very young, very old and those with existing health conditions. Poor air quality is linked with an increased risk of developing chronic conditions (e.g. chronic obstructive pulmonary disease), poor birth outcomes, lung cancer, respiratory disease and others.
  14. The health problems resulting from exposure to air pollution have a high cost to society and business, causing demand on our health services and resulting in illness and even premature death. These vulnerabilities are heightened among those living in the most deprived communities.
  15. The Public Health Outcomes Framework (PHOF) includes an indicator which quantifies the contribution of exposure to particulate matter on mortality. In 2017 the fraction of mortality attributable to anthropogenic  $\text{PM}_{2.5}$  was 5.4% for Mid Sussex. This compares to an estimated fraction of 5.1% for England, and a range between 5.8% (Crawley) and 5.0% (Chichester) for other districts in West Sussex. In summary, the air pollution in Mid Sussex is broadly in line with the regional average.
  16. The figures for mortality in the PHOF for particulate matter are estimates of mortality attributable to this risk factor. Outdoor air pollution is a major public health issue costing the UK economy £20bn a year and contributing to over 25,000 deaths a year. It is important to understand that long-term exposure to air pollution is not thought to be the sole cause of deaths. Rather it is considered to be a contributory factor.

## **Annual Status Report**

17. The latest Annual Status Report for air quality monitoring and action in 2018 was submitted in July 2019 and approved by Defra in August. The next report on air quality in the district covering the year 2019 will be submitted in June 2020. The report format is prescribed by Defra and the monitoring data must be presented in the prescribed way.

18. The 2019 report, covering the 2018 monitoring period, states that air quality monitoring and modelling carried out by the Council indicated that despite good air quality within most of the District, the air quality objective for nitrogen dioxide (NO<sub>2</sub>), expressed as an annual mean concentration, was not being met in the Stonepound Crossroads area of Hassocks. Therefore, in March 2012 an Air Quality Management Area (AQMA) was declared at Stonepound Crossroads Hassocks and will remain in place until there is evidence that the annual mean concentration meets the statutory objective.
19. It confirms that the main source of air pollution in the district is road traffic emissions. This being the case, Mid Sussex District Council must rely on the Highways Authority at West Sussex County Council to bring forward and implement traffic management and road layout initiatives for air quality improvement.
20. Our monitoring results in 2018 show a decrease in the nitrogen dioxide (NO<sub>2</sub>) levels across the district compared to those recorded in 2017. The monitoring data indicates that the long-term trend, despite an increase in 2016, is downwards. This we attribute to the improved technology in the national vehicle fleet. i.e. vehicles with lower emissions and using cleaner fuels. (See appendix 1)
21. In 2018 we undertook non-automatic (passive) monitoring of NO<sub>2</sub> at 26 sites (see appendix 2). The monitoring sites are reviewed annually and in September 2018 at the request of West Sussex County Council we added a short-term monitoring site at the primary school in Balcombe which was funded by WSCC.
22. The Council has been monitoring air quality at sites across the district since 1996. Long term monitoring in specific locations provides continuity of data and enables us to identify air quality trends. Monitoring sites are chosen where there is relevant exposure, i.e. in locations where there are high traffic volumes and houses close to the road, as concentrations of pollutants drop off rapidly with increasing distance from the source.

### **Air Quality Management Area**

23. Within the AQMA at Stonepound Crossroads exceedances of NO<sub>2</sub> are due to the topography, the volume of road traffic at the junction and the proximity of residential properties to the road. Since the AQMA was declared in 2012 there has been an overall reduction in measured NO<sub>2</sub>.
24. The monitoring sites around the Stonepound Crossroads have been selected to measure NO<sub>2</sub> levels as close as possible to relevant receptors (in this case residential property facades). Where monitoring sites are not at relevant receptors, a distance correction can be applied to the measured level to give the pollutant concentration at the relevant receptor. Around the Stonepound Crossroads, there is only one of the monitoring locations where the annual average NO<sub>2</sub> concentration, as measured or calculated at a residential receptor, exceeded the objective level in 2018 (40.1µg/m<sup>3</sup> compared to the objective level of 40µg/m<sup>3</sup>). The overall trend for NO<sub>2</sub> has been a steady decline over the years 2011-2018. Appendix 4 displays the NO<sub>2</sub> trend at the monitoring locations at Stonepound Crossroads over the last 7 years.
25. Having declared an AQMA, we are required to draw up an Air Quality Action Plan (AQAP). The purpose of the AQAP is to identify measures designed to reduce the pollutant levels so they fall within the air quality objective level which for NO<sub>2</sub> is 40µg/m<sup>3</sup> expressed as an annual mean concentration.

26. Table 1 provides an overview of the actions endorsed by the Steering group to date and the work yet to be completed:

Table 1 – Air quality action plan measures investigated

1	Traffic light sequencing operating at optimum level	Underway
2	Cut Engine, Cut Pollution” signs erected	Completed
3	Linking residents and schools to Air Alert and Cold alert service available-via Sussex-Air which informs residents if there is likely to be poor air quality	Completed
4	District Plan now adopted including policies on Transport and Pollution	Completed
5	Signage to encourage use of the A2300 as alternative route	Completed
6	Development of school travel plans	Completed
7	Working with Planning to ensure maximum mitigation measures implemented for all new developments in the vicinity of the AQMA. Air Quality and Emissions Reduction Planning Guidance for Sussex incorporated into planning policy	Ongoing
8	Car sharing is promoted through the Green Travel Pages on the MSDC intranet.	Completed
9	Better driving techniques promoted	Completed
10	Mid Sussex District Plan includes reference to supporting additional cycle ways and bridleways, including routes to Clayton and Hurstpierpoint	Completed
11	Section 106 funds were allocated from the Sustainable Transport Fund to successfully upgrade slow electric vehicle chargers to fast chargers in MSDC car parks.	Completed
12	Commencement of improvements to new cycling and walking routes from Hassocks Station to the South Downs Way via Lodge Lane.	Due to start next year
13	The County Council continues to work with Sustrans to consider a prioritisation approach to the delivery of cycle route infrastructure across the county	Ongoing
14	New strategy for EV charging to be identified in liaison with Planning Officers, Wellbeing and other council officers.	Ongoing

15	Widening and improvements to the A2300 road.	Due to be delivered over the next 5 years.
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## **Mid Sussex District Council's priorities to promote good air quality in the coming year**

27. The adoption of the District Plan has enabled us to embed policies on transportation and pollution. This will enable us to effectively use the planning regime to ensure appropriate mitigation measures are incorporated into development schemes, especially close to the AQMA. The National Planning Policy Framework has, as its overriding aim, the presumption in favour of sustainable development. So, whilst air quality is a material planning consideration when determining applications, there needs to be clear evidence that a development will either create a new air quality management area, conflict with the air quality action plan of an existing AQMA or have a significant adverse impact on existing air quality for an application to be refused on air quality grounds.
28. Sustainable transport across all sectors, business, schools, home owners etc, with improved cycle routes and infrastructure to encourage people out of their cars results in air quality improvement. Sussex Air Quality Partnership has had a successful bid for Defra funding for an anti-idling project to be run throughout Sussex, targeting schools and businesses close to pollution hotspots, including two schools in Hassocks. Parking strategies can also be a valuable tool in incentivising low emission vehicles.
29. Working with our colleagues across the County to deliver a joined-up approach to improving Air quality in County. In October 2018 West Sussex County Council and the District and Boroughs came together to form a Member led Inter-Authority Air Quality Group with an aim to develop and agree an annual action plan and monitor progress and impacts of air quality actions across the County.

## **Future considerations for air quality management**

30. The Environment Bill 2019-2020 was announced in the Queen's speech on 14 October 2019 with implications for the legal framework of environmental stewardship for the UK. It will address the environmental governance gaps following withdrawal from the EU and sets a series of environmental principles. There will be a new Office for Environmental Protection (OEP) which will become an independent watchdog monitoring progress in improving the natural environment. The OEP will hold public authorities to account in the way the European Commission monitored member states.
31. The Bill makes a clear commitment to improve air quality by setting legally binding targets for fine particulate matter (PM<sub>2.5</sub>), the most damaging pollutant to human health.
32. The Government produced a Clean Air Strategy in 2019 to tackle all sources of air pollution with the aim of making the air healthier to breathe, protecting nature and boosting the economy. Amongst other things it commits to reducing exposure to PM<sub>2.5</sub>, providing a personal air quality messaging system to alert vulnerable people of forecasted pollution episodes (in a similar way to that currently provided locally by Sussex Air called "Air Alert"), tackling smoke emissions from wood burning in the home and reducing emissions from all types of transport.

33. The Clean Air Strategy acknowledges that 2 tier local government has been a barrier in bringing about prompt air quality improvement. The issue is that District and Boroughs have the responsibility to monitor, assess and report on air quality in their areas while the mechanisms to bring about significant air quality improvement rests with County authorities which, being the highways authority, have the power to implement highway improvements and improve highway infrastructure. The strategy suggests some options to address this regulatory misalignment.
34. The Department for Transport published a transport strategy in July 2018 called Road to Zero with the ambitious aim of all new cars and vans being zero emissions by 2040. There will be increases to the supply of low carbon fuels, an extension to the accreditation scheme for retrofitting vans and cabs to cleaner options, offering grants for the transition to plug-in cars, as well as measures to tackle emissions from HGVs and investing in eV infrastructure.

### **Policy Context**

35. Since 1995 local authorities are required to regularly review and assess air quality in their areas, and to determine whether or not the air quality objectives set by the Government are likely to be achieved. Where exceedances are considered likely the local authority must declare an Air Quality Management Area (AQMA) and prepare an Air Quality Action Plan (AQAP), setting out the measures it intends to put in place in pursuit of achieving the objectives.

### **Financial Implications**

36. Costs related to monitoring of air quality from laboratory analysis of diffusion tubes and officer time in installing and collecting the tubes are covered in the environmental health budget.

### **Risk Implications**

37. We are legally required to produce an Annual Status Report on the air quality in the district. Failure to do so would see a formal challenge from Defra and/or our residents.

### **Equality and Customer Service implications**

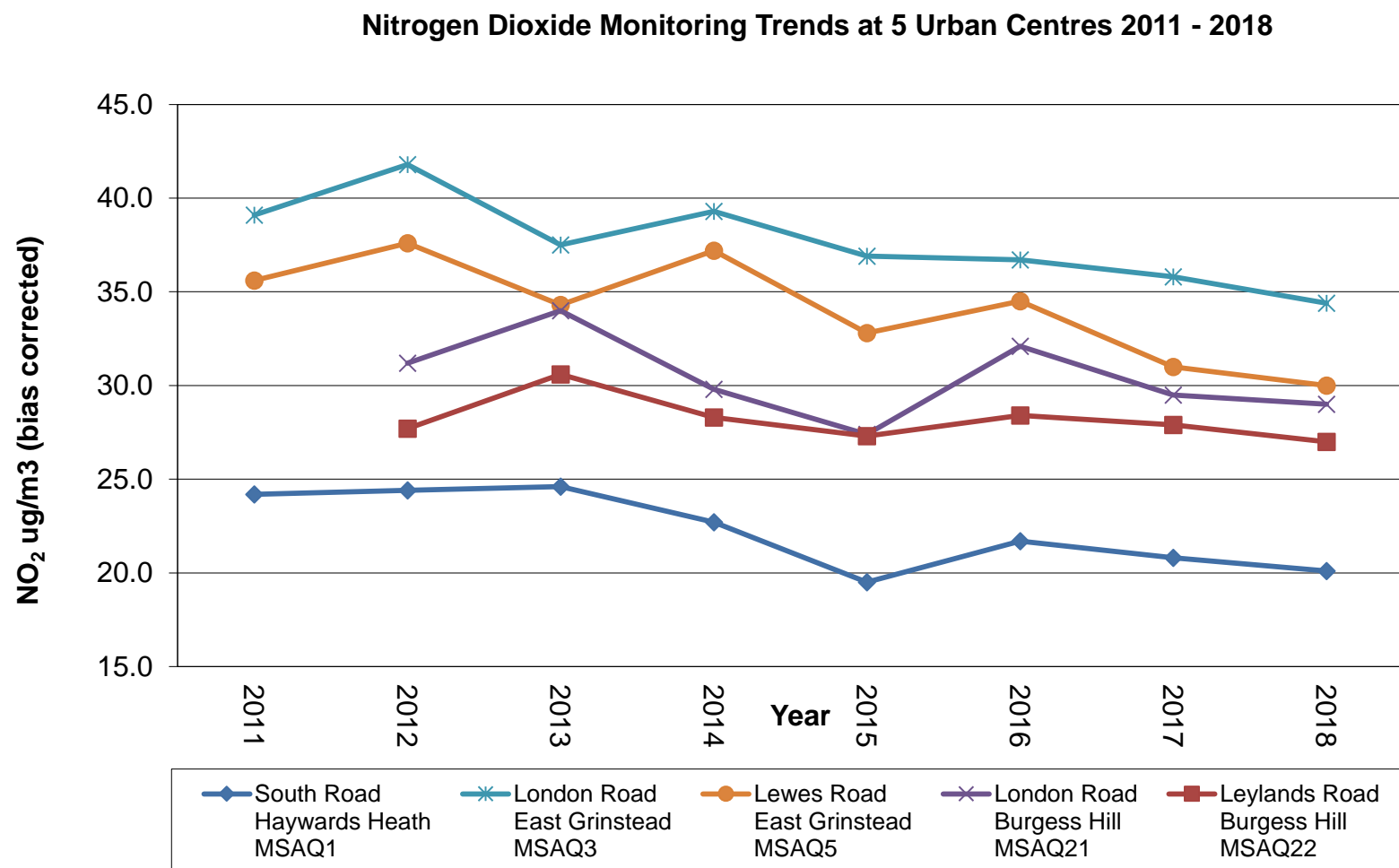
38. Air quality affects all our residents and our monitoring reflects the entire district. In recent years, air quality has increased in profile amongst the public and in the media and this has led to the Environmental Protection Team dealing with more enquiries and service requests.

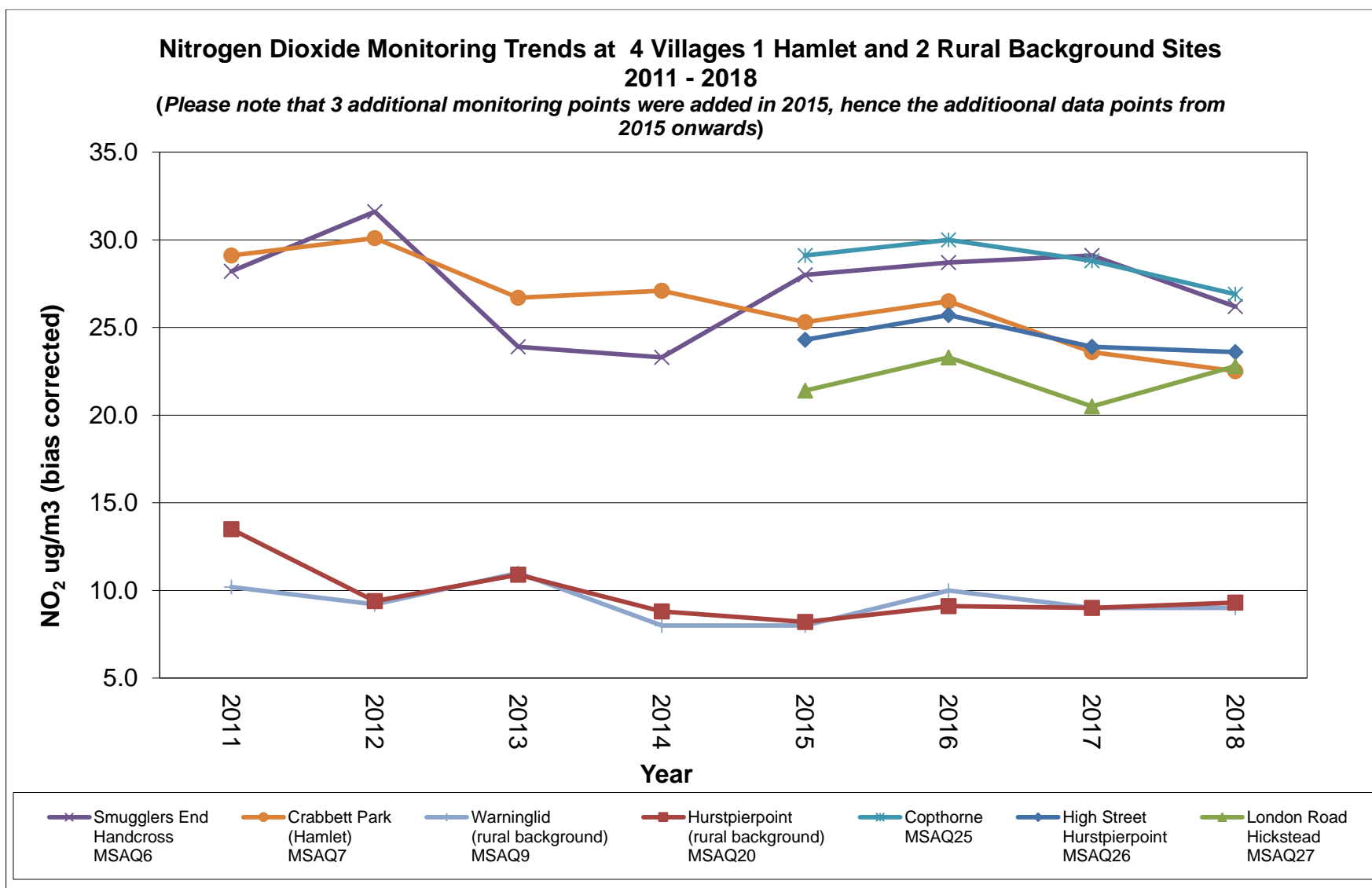
### **Background Papers**

39. Annual Status Report July 2019 Found on MSDC website at  
<https://www.midsussex.gov.uk/media/4551/2019-air-quality-annual-statement-status-report.pdf>

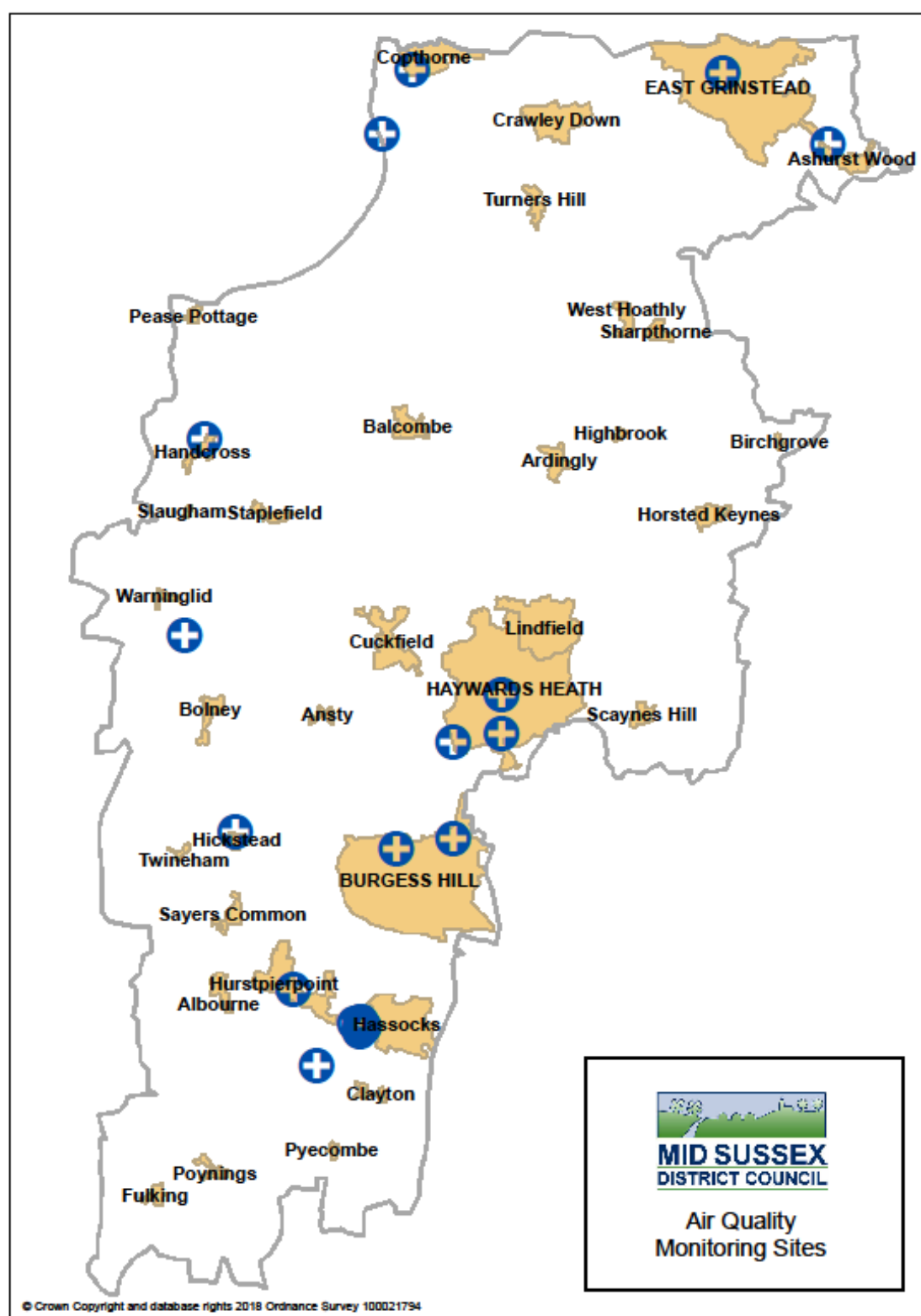
Clean Air Strategy 2019, Department for the Environment, Food and Rural Affairs, 2019  
found at  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/770715/clean-air-strategy-2019.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/770715/clean-air-strategy-2019.pdf)

*Road to Zero Strategy – Next steps towards cleaner road transport and delivering our Industrial Strategy*, Department for Transport, July 2018 found at [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/739460/road-to-zero.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/739460/road-to-zero.pdf)





Map of Monitoring Locations across Mid Sussex District



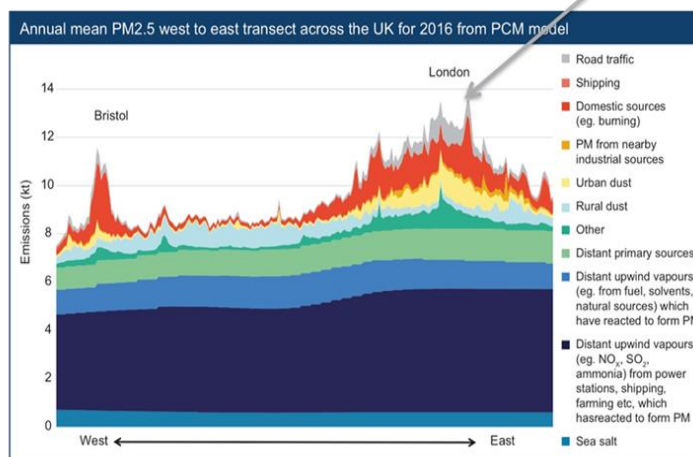
# Particulate Matter – PM<sub>2.5</sub>

## Strategies for reducing PM<sub>2.5</sub>

### Domestic sources

– Well publicized issues of domestic burning, fuel and stove regulation?

**Road traffic** – some future reductions are likely, but PM is still emitted from Electric Vehicles. (Future AQG report)



**Urban Dust** – Very hard to control since it is agitated by even clean vehicles.

**Distant primary** – PM<sub>2.5</sub> is long-lived and brought in to the UK from other countries, including North America

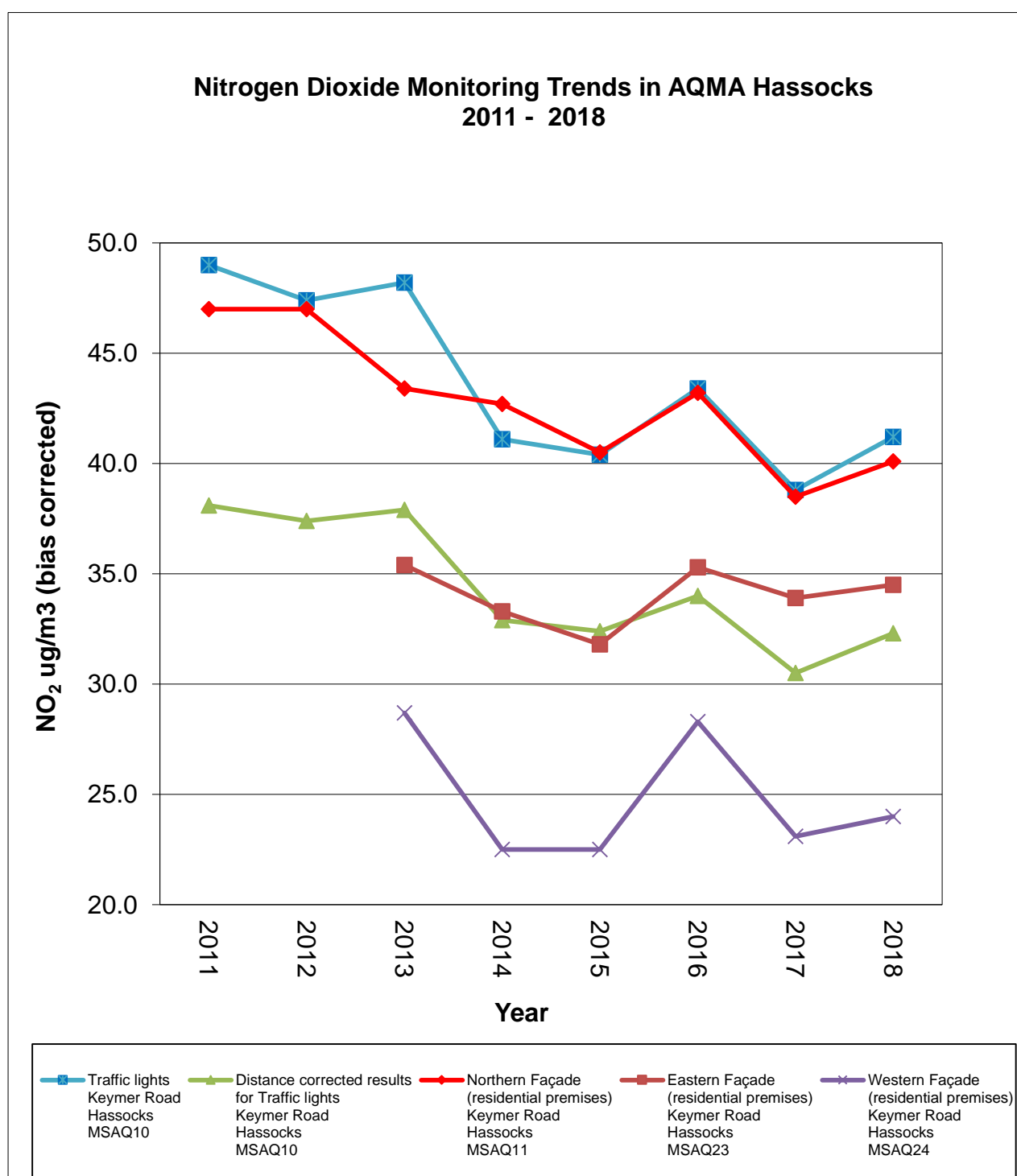
**Sea salt** – maritime aerosol when combined with other biogenic PM<sub>2.5</sub> ~ 1-2 mg / m<sup>3</sup>. e.g. ~20% of PM<sub>2.5</sub> WHO limit is taken up by natural particles.

### Upwind Vapours (inorganic)

Planned reductions in NO<sub>x</sub> and SO<sub>2</sub> will help. Controls are proposed on farming ammonia, but PM<sub>2.5</sub> formation is highly non-linear. Small NH<sub>3</sub> reductions have little effect on PM<sub>2.5</sub>

### Upwind Vapours (organic)

Volatile Organic Compounds are precursors to both ozone and PM<sub>2.5</sub>. UK needs to halve emissions by 2030. CAS focuses on domestic sources.



## EQUALITY AND DIVERSITY SCHEME 2020-24

REPORT OF: TOM CLARK, HEAD OF REGULATORY SERVICES  
Contact Officer: Neal Barton, Policy, Performance and Partnerships Manager  
Email: [Neal.Barton@midsussex.gov.uk](mailto:Neal.Barton@midsussex.gov.uk) Tel: 01444 477588  
Wards Affected: All  
Key Decision: No  
Report to: Scrutiny Committee for Community, Customer Services and Service Delivery  
Date of meeting: 5<sup>th</sup> February 2020

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### Purpose of report

1. This report provides Members with a proposed Equality and Diversity Scheme 2020-24 for consultation and approval by Council. It also proposes that in approving the scheme, the Council adopts the International Holocaust Remembrance Alliance's (IHRA) working definition of antisemitism.

### Recommendations

2. **The Committee is requested to:**
    - 2.1 **Consider the proposed Equality and Diversity Scheme 2020-24 for consultation attached at Appendix 1;**
    - 2.2 **Recommend to Council at the meeting on 1<sup>st</sup> April 2020 that the Equality and Diversity Scheme 2020-24 be adopted, subject to any comments or amendments following the consultation;**
    - 2.3 **Recommend to Council that in approving the scheme the Council also adopts the IHRA definition of antisemitism.**
    - 2.4 **To note the Equality and Diversity Report 2019 set out in Appendix A.**
- 

### Background

3. The Council's current Equality and Diversity Scheme 2016 – 20 was adopted in March 2016. This was a reflection of the Equality Act 2010, which brought together a number of pieces of legislation such as the Sex Discrimination Act, Race Relations Act and Disability Discrimination Act. The Act also brought in a number of new responsibilities for councils, including a public sector equality duty and a requirement to promote equality of opportunity between those with "protected characteristics" and others. The Act is now 10 years old and bedded into public life.
4. The public sector equality duty means that the Council must in the exercise of its functions have due regard to:
  - eliminating unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
  - advancing equality of opportunity between people who share a protected characteristic and those who do not
  - fostering good relations between people who share a protected characteristic and those who do not.

The nine protected characteristics are:

- age
  - sex
  - race
  - disability
  - religion or belief
  - pregnancy and maternity
  - sexual orientation
  - marriage and civil partnership
  - gender reassignment
5. In addition to the protected characteristics, the Council's equality and diversity activities address issues arising from residential location and income or skill level. It also covers supporting the needs of the armed forces community.

### **Equality and Diversity Scheme 2020-24**

6. The Council's proposed new Equality and Diversity Scheme is included at Appendix 1 and sets out:
- The legislative background, including the implications of the Equality Act 2010.
  - The Council's Equality Objectives and examples of some of the action that we intend to take to support their achievement.
  - An assessment of the issues faced by each of the protected groups in Mid Sussex and examples of the measures that the Council is taking to meet their needs. Similar information is provided in respect of residential location; income or skill level; and the Armed Forces community.
  - A section focusing on the Council's Equality and Diversity responsibilities as an employer.
  - A section setting out responsibility for implementation of the scheme at Member and Chief Officer level and monitoring arrangements.
7. The Equality Act requires the Council to demonstrate on an annual basis how it is meeting the Public Sector Equality Duty. Appendix A to the Scheme comprises the 2019 Equality and Diversity Progress Report with information on the specific service improvements that have been delivered in the year. The new Scheme proposes that the Scrutiny Committee for Community, Customer Services and Service Delivery should continue to have responsibility for considering an annual progress report.

### **Equality Objectives**

8. The Equality Act introduced specific duties for public bodies to publish Equality Objectives and equality data to show their compliance with the duty and for these to be reviewed at least every four years. The Council's Equality Objectives were originally adopted in March 2012 and revised in 2016. These four objectives have been retained in the new scheme and now make reference to support for the armed forces community, which the Council has decided to integrate with its equality and diversity work. The Council's proposed Equality Objectives read as follows:
1. We will show leadership and commitment in promoting equality and diversity.
  2. We will consider the needs of individuals across the whole community, and especially those groups protected by the Equality Act 2010, when we plan and deliver our services.
  3. We will seek to prevent discrimination and to promote good relations between different sectors of our community.

4. As an employer, we will seek to promote equality and respect for diversity in the workplace by providing appropriate staff policies, training and support, including assistance for former members of the armed forces.

### **IHRA Definition of Antisemitism**

9. The Government has requested that all councils formally adopt the International Holocaust Remembrance Alliance (IHRA) Working Definition of Antisemitism and to use it on all appropriate occasions. This has already been adopted by over 200 councils and reads as follows:

“Antisemitism is a certain perception of Jews, which may be expressed as hatred toward Jews. Rhetorical and physical manifestations of antisemitism are directed toward Jewish or non-Jewish individuals and/or their property, toward Jewish community institutions and religious facilities.”

10. The proposed new Equality and Diversity Scheme under Religion or Belief refers to the Council adopting the IHRA definition. The Alliance has issued guidelines on the manifestations of antisemitism, which are set out in appendix 2.

### **Consultation Arrangements**

11. It is proposed that a 6-week consultation should take place on the new scheme through the Council's website and contact with the main equality related groups in Mid Sussex that the Council works with. These include Age UK, Mid Sussex Older People's Council, Mid Sussex Voluntary Action, Citizens Advice, Social Landlords, foodbanks, Town and Parish Councils. Comments received will be taken into account in the final version that is to be considered by Full Council on 1<sup>st</sup> April 2020. It is proposed that any minor changes to the scheme are agreed in consultation with the Chairman of this Scrutiny Committee prior to consideration at Full Council.

### **Policy Context**

12. The delivery of the Council's Equality Objectives will make a major contribution to the Council's priorities set out in the Corporate Plan, especially effective and responsive services and strong and resilient communities.

### **Other Options Considered**

13. The report provides a new Equality and Diversity Scheme, which is designed to set out a programme to meet the Council's statutory requirements under the Equality Act. No other practicable options were identified.

### **Financial Implications**

14. There are no direct financial implications arising from this report.

### **Risk Management Implications**

15. The Equality and Diversity Scheme and Progress Report helps the Council to demonstrate that it is meeting the public sector equalities duty under the Equality Act and to avoid the risks associated with non-compliance.

### **Equalities and customer service implications**

16. The purpose of the scheme is to set out the Council's approach to delivering its duties under the Equality Act and ensuring access to its services.

**Other material implications**

17. None.

**Background Papers**

None



# **Mid Sussex District Council**

## **Equality and Diversity Scheme**

**2020 – 2024**

January 2020

## **Contents**

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  2. The Council's Equality Objectives
  3. Protected Groups in Mid Sussex and meeting their needs
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- Appendix A 2019 Equalities and Diversity Progress Report

## Foreword

This Equality and Diversity Scheme sets out the Council's commitment to meeting the public sector duty under the Equality Act to eliminate unlawful discrimination, advance equality of opportunity and foster good relations. This applies to everything that the Council does, whether providing services to our local population, employing people, working with partners, developing policies or communicating and involving people in our decision making.

Mid Sussex is fortunate in being a generally prosperous area, whose residents in the main enjoy good health and above average life expectancy. However, anyone can be discriminated against and suffer disadvantage which affects their quality of life. This scheme identifies the issues faced by the protected groups in Mid Sussex and the measures that we are taking in response. We also recognise that living in a rural area or having poor skills or low income can impact on people's life chances, so our scheme addresses these issues too. The scheme also covers our work to support the needs of the Armed Forces Community.

We value the diversity of people within the District and will regularly monitor progress to the scheme. Particularly important is ensuring that we know our community, by local analysis and engagement. The latest information suggests that there have been increases in the numbers of over 65s and 85s in Mid Sussex, with the District becoming more diverse in terms of its ethnicity and religious beliefs. These factors present challenges and opportunities, which will be reflected in the way that we plan our services.

I would like to acknowledge the contribution of the partner organisations that we work with to promote equality and diversity in Mid Sussex. Our grants scheme supports a wide range of community organisations and projects that seek to assist vulnerable groups.

We are committed to being an employer of choice, providing a flexible and supportive working environment and trying to ensure that our workforce reflects the community that we serve. As Cabinet Member with responsibility for this area of work, I recognise that our elected members, who know and represent their communities, are central to both policy development and to the scrutiny of this work. We will work with staff to ensure that we deliver against our Equality Objectives.

Councillor Norman Webster Cabinet Member for Community

# 1. Introduction

The purpose of the Equality and Diversity Scheme is to:

- a) Show how the Council will meet the requirements of the Equality Act and the public sector equality duty. This is in relation to our work in representing, employing and serving people and as a partner working with other organisations.
- b) Set out the Council's Equality Objectives and to outline the main actions that the Council intends to take for their achievement.
- c) Enable monitoring of progress.
- d) Enable the public and other agencies to hold the Council to account for progress.

We have published annual Equality and Diversity Progress Reports since 2010 and the 2019 Progress Report is included as an appendix to this scheme.

## Equality Act 2010

The Equality Act 2010 introduced a public sector equality duty and nine protected characteristics. The duty means that the Council must in the exercise of its duties have due regard to:

- eliminating unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- advancing equality of opportunity between people who share a protected characteristic and those who do not.
- fostering good relations between people who share a protected characteristic and those who do not.

Having due regard for advancing equality involves:

- removing or minimising disadvantages suffered by people due to their protected characteristics.
- taking steps to meet the needs of people from protected groups where these are different from the needs of other people.
- encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

The nine protected characteristics covered by the duty are:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation
- marriage and civil partnership (but only in respect of eliminating unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act).

## 2. The Council's Equality Objectives

It is a requirement under the Equality Act for the Council to have a set of Equality Objectives and to review them at least every four years. The Council's Equality Objectives were adopted in 2011 and were subject to a consultation exercise. They were amended in 2016, with the adoption of the Council's Equality and Diversity Scheme 2016 – 2020. These four objectives have been retained and now make reference to support for the armed forces community, which the Council has decided to integrate with its equality and diversity work. The objectives are shown below, together with some of the actions that have been identified for their delivery over the next four years.

### **Objective 1. We will show leadership and commitment in promoting equality and diversity**

Supporting actions:

- Publish a reviewed Equality and Diversity Scheme every four years.
- Prepare an Equality and Diversity Annual Report by March each year, reviewing progress to the scheme and setting out further action for the year ahead.
- Provide equalities training for Members at least every electoral cycle.

### **Objective 2. We will consider the needs of individuals across the whole community, and especially those groups protected by the Equality Act 2010, when we plan and deliver our services.**

Supporting actions:

- Ensure that our community engagement follows the best practice principles contained in the Statement of Community Involvement.
- Use the Council's Grants Schemes to support organisations that promote the interests of protected groups in Mid Sussex.
- Ensure that equality and customer service implications are taken onto account in our decision making through the appropriate use of Equality Impact Assessments and references in Committee Reports.
- Ensure that the Council's website continues to maintain high standards of accessibility, with more customers benefitting from online transactions.
- Use a range of communication methods, including social media, to widen the range of people that we communicate with.
- Deliver further improvements to the accessibility of the Council's buildings and open spaces.
- Act in accordance with our Armed Forces Community Covenant.

### **Objective 3. We will seek to prevent discrimination and to promote good relations between different sectors of our community.**

Supporting actions:

- Work through the Mid Sussex Partnership to tackle Hate Crime, Anti-Social Behaviour and domestic abuse.
- Ensure that the Council's communications continue to include positive content and images of a diverse Mid Sussex.
- Work to address the accommodation needs of Gypsies and Travellers.

- Celebrate those that contribute to their communities through schemes such as Mid Sussex Applauds.

**Objective 4. As an employer, we will seek to promote equality and respect for diversity in the workplace by providing appropriate staff policies, training and support, including assistance for former members of the armed forces.**

Supporting actions:

- Monitor and publish annually data about the Council's staff through a Workforce Monitoring Report looking at the composition of our staff in relation to the background Mid Sussex population and to ensure that there are no sex or age related pay issues.
- Provide equalities and diversity training for all staff at least every 3 years.
- Include equalities and diversity in the induction programme for new staff.
- Supporting former members of the armed forces through the Community Covenant and Employer Recognition Scheme.

### 3. Meeting the needs of Protected Groups in Mid Sussex

This section of the scheme looks at references to the protected groups in the Equality Act, the issues that they face in Mid Sussex and how the Council is responding in its service delivery. As well as protected groups our Equality and Diversity Scheme also covers potential disadvantage arising from residential location (for example rural isolation) and levels of income or skills. The Council has decided to include addressing the needs of the Armed Forces community in its Equality and Diversity Scheme. Demographic and needs information about the District comes from a number of sources including the Mid Sussex Strategic Intelligence Assessment which is prepared annually to inform the priorities of the Mid Sussex Partnership.

#### Disability

The Equality Act states that a person has a disability if:

- they have a physical or mental impairment
- the impairment has a substantial and long-term adverse effect on their ability to perform day to day activities.

The Act also provides rights for people not to be directly discriminated against or harassed because they have an association with a disabled person. This can apply to a carer or parent of a disabled person.

The 2011 census showed that 14.2% of Mid Sussex households contained at least one person with a long term illness, health problem or disability which limits their daily activities, compared with 13.5% in 2001. Health Study information and predictions to 2030 suggest that, while the number of people with a disability aged 18-64 is expected to rise only moderately, the rate of increase for those aged 65+ is much higher, reflecting the projected increase in this sector of the population. A further consequence of our ageing population is that whilst in 2014 there were 14,201 people living with dementia in West Sussex, this is predicted to rise to more than 16,692 by the year 2021.

Particular difficulties that the Council can assist people with a disability to overcome include issues of access and the need to promote independent living. Also ensuring that the needs of those with different types of disability are met, such as people with learning difficulties, mental health issues, physical disability, hearing or visual impairment.

There has been a significant increase in the number of vulnerable people with mental health issues approaching the Council for help. For example, 35% of the homeless acceptances in 2018/19 were from households who are vulnerable due to mental health issues. Also, 60% of the single person households in temporary accommodation had mental health issues.

### **Measures that we are taking:**

Examples include:

- Promotion of independent living - provision of Disabled Facilities Grants to enable disabled people and parents with disabled children to adapt their homes to meet their needs.
- Tailored customer services - assisted refuse collections, home visits.
- Improving the accessibility of Council buildings, facilities and parks - disabled car parking spaces, accessible toilets, Changing Places public conveniences, providing suitable access paths in green spaces and play equipment for children with disabilities in our parks.
- Accessible new housing and public spaces- providing new wheelchair accessible affordable housing and extra care housing. Involvement of the East Grinstead Access Group in planning applications and the public realm in new housing developments. Working through town centre regeneration projects to improve the accessibility of our town centres.
- Leisure and community activities - programmes of activity for disabled people at our leisure centres and using our grants scheme to support voluntary organisations that provide services to disabled people.
- Ensuring that Council publications and the website are accessible, for example through Browsealoud.
- Participating in campaigns aimed at promoting the interests of people with disabilities, such as Dementia Friendly Communities and Pavements are for People.
- Updating our main reception signage and public toilet facility to ensure it meets the needs of those with additional needs including people living with dementia.
- Being a member of the Compass Card Scheme that helps disabled young people and their families to make the most of local leisure activities. Cardholders in Mid Sussex have access to half price tennis court booking, Petanque and bowls facilities.

### **Race**

The Equality Act refers to discrimination on the grounds of race, which it defines as colour, nationality, ethnic or national origins.

The last Census results showed that 9.7% of the Mid Sussex population are from Black and Minority Ethnic (BME) Groups. "White Other" groups make up 4.8% of the District's population, comprising 0.9% White Irish, 0.1% who identify themselves as Gypsy or Irish Traveller and 3.8% "Other White". The biggest other single group is Asian or Asian British: Indian at 1%. The Census data also provides information on country of birth. This shows that 90.3% of Mid Sussex residents were born in the UK, 0.7% in Ireland, 2.9% from other European Union countries and 6.1% from other countries.

### **Measures that we are taking:**

Examples include:

- Customer service – provision of translation and interpretation. Our web site allows translation of any document on the site.

- Community safety – systems for reporting and dealing with racially motivated hate crime and anti-social behaviour.
- Planning to meet the accommodation needs of Gypsies and Travellers – working to assess their accommodation needs and to adopt an Allocations Development Plan identifying potential sites for additional pitches.
- Providing Gypsy and Traveller accommodation through management of the site at Bedelands, Burgess Hill.

## Age

Age is a fundamental factor affecting people's life experiences. Mid Sussex has an older age structure with 20% of residents over 65 compared to 18% in England as a whole. The number of people aged 65+ and 85+ is projected to rise in the next 10 years by 22% and 28% respectively. An increasing number of people have one or more long-term health conditions and there are over 14,000 carers in the District. These projections for an ageing population, means an increasing demand for services to meet the needs of these groups. A large number of older people live alone (over 7,500 65+ in 2011) and due to the predominantly rural nature of the District, there is an increasing danger that many older people will face social isolation and feel cut off from the wider community.

Feelings of being socially excluded and marginalised within these communities also need to be considered in relation to younger people. This means that we need innovative measures to engage with young people to empower them to participate in their local communities. Also, providing youth activities in order to meet the perceived need for young people to have "something to do".

### Measures that we are taking:

Examples for older people include:

- Engagement with and funding for groups such as the Mid Sussex Older People's Council
- Production of the Community Connections Directory to publicise the clubs and activities that they can participate in to maintain their health and wellbeing and the services available to meet their needs.
- Providing activities for older people, such as Healthy Walks, Health and Wellbeing initiatives in support of ageing well and promoting independent living. Including older people in our updated safeguarding policies.
- Supporting Silver Sunday with a small grants scheme for community organisations to hold events.

Examples for young people include:

- Engagement with local young people by providing community youth activities, especially in the holiday period in their neighbourhood in Mid Sussex District Council recreation grounds and Skate Parks.
- Leading Better Young Lives a forum of professionals from the statutory and voluntary sector to ensure better lives and outcomes for children and young people.
- Improving and developing the equipment of Mid Sussex District Council amenities such as skate parks and play areas consulting with local users.
- Facilities provided at leisure centres, together with programmes to encourage youth sport.

## **Sexuality**

The Equality Act refers to a person's sexual orientation as their sexual attraction to persons of the same, opposite or either sex.

The Office for National Statistics carries out a survey of a sample of households which includes a question on sexual orientation. Data for the South East from the survey undertaken in 2012, estimated that 0.9% of people identified themselves as gay or lesbian, 0.4% as bisexual and 0.4% as "other".

### **Measures that we are taking:**

Examples include:

- Homophobic crime is one of the categories of hate crime that is monitored and reported upon.
- Providing equal opportunity in employment - our staff monitoring survey includes a question on sexuality.

## **Sex**

Information from the Office for National Statistics 2015 suggests that the overall split in the District is 48.8% male and 51.2% female. Estimates from the ONS for life expectancy in Mid Sussex are 80.8 years for men and 83.0 years for women.

Issues related to this protected characteristic include ensuring equal access to our services and addressing issues such as domestic abuse. Also, ensuring that our employment practices are fair and address equality issues.

### **Measures that we are taking:**

Examples include:

- Community safety - providing support for services for women and men suffering domestic abuse.
- Leisure and health promotion - targeted schemes for getting young women active and for men's health.
- Employment practice - equal pay and flexible working policies.

## **Gender reassignment**

The Equality Act states that a transsexual person has the protected characteristic of gender reassignment if they are proposing to undergo, are undergoing or have undergone a process (or part of a process) for the purpose of reassigning their sex by changing physiological or other attributes of sex.

It is difficult to establish the numbers in this protected group. There were no questions in the 2011 Census regarding gender identity. The Gender Identity and Research Society has estimated that nationally 1% of the population may be gender variant to some degree, with 0.2% of the population likely to seek medical treatment, at some stage, to present in the opposite gender.

### **Measures that we are taking:**

Examples include:

- Community safety - hate crime incident reporting includes the recording of hate crime motivated by transphobia, which refers to various kinds of aversion towards transsexual people.
- Using the Better Young Lives Forum to provide information about the support available for young people with gender identity issues.

## **Religion or Belief**

The protected characteristic of religion or belief includes any religion and any religious or philosophical belief. It also includes a lack of any such religion or belief. Information from the 2011 census shows that 62.7% of Mid Sussex residents stated their religion as Christian, with the second largest group being those with no religion at 26.6%. Of the remaining 2.8% who stated their religion, responses were spread across a number of faiths, with Muslim being the largest at 0.8%.

It is important that the Council respects the sensitivities of faith issues in its decision-making, employment policies and provision of services.

### **Measures that we are taking:**

Examples include:

- Tackling religiously motivated hate crime.
- Using our links with faith-based groups in our community development work, e.g. Churches Together and the Foodbanks in Mid Sussex, linking to Money Advice Services provided by the Kings Church in Burgess Hill and the debt centre at Trinity Methodist Church in East Grinstead, supporting the Jubilee Hub (part of Kings Church) in East Grinstead.
- The Council is adopting the working definition of antisemitism produced by the International Holocaust Remembrance Alliance from the Stockholm Declaration <https://www.holocaustremembrance.com/working-definition-antisemitism?focus=antisemitismandholocaustdenial>

## **Pregnancy and Maternity**

The Equality Act prohibits discrimination on the grounds of pregnancy or maternity. This relates to a defined protected period from conception to the end of statutory maternity leave.

Issues around pregnancy and maternity are mainly relevant to the Council in its role as an employer, but also in the accessibility of our facilities for pregnant women and parents with young children.

### **Measures that we are taking:**

Examples include:

- Employment practices - maternity/paternity arrangements.
- Access issues - unisex access to baby changing facilities in our public toilets. Parent and toddler spaces in our car parks. Access to buildings for parents with young children.

## **Marriage and Civil Partnership**

Under the Equality Act 2010, it is unlawful to directly or indirectly discriminate against or harass a person because they are married or in a civil partnership. Marriage and civil partnership is only a protected characteristic in the context of the Council's employment

practices, for example in ensuring that employees who have a civil partnership are treated in the same way as married employees. Same sex weddings became legal in England and Wales from March 2014.

The next two categories of disadvantage are not covered by the protected groups referred to in the Equality Act, but are important factors in the delivery of the Council's aim to ensure that all sectors of the community can thrive and enjoy access to our services. They are income or skills level and residential location.

### **Income or skill level**

Mid Sussex is one of the least deprived districts in the country. However, the levels of deprivation vary considerably across the District and there are pockets of deprivation within Haywards Heath, Burgess Hill and East Grinstead. Information from the 2011 census shows that the population is generally well qualified, with 33.6% qualified to level 4 or 5 (first degree or higher), the highest in West Sussex. Conversely, 14.8% have no qualifications, the lowest in the County.

Welfare reforms are impacting on people, whether working or not, who are in receipt of benefit. This has particular implications for the Council's Housing Needs and Benefits services and requires initiatives to ensure that those affected by the welfare changes are supported. The Council has an important role to play in helping people into work through supporting them to improve their skills and removing obstacles to finding employment.

### **Measures that we are taking:**

Examples include:

- Benefits Services - operation of the Discretionary Housing Payments scheme and working with the Department of Works and Pensions and other partners on the introduction of Universal Credit.
- Housing Services - providing housing advice and temporary accommodation for homeless people; supporting people to access the private sector through our Rent in Advance and Deposit Guarantee Scheme that helps those with insufficient funds for a deposit; provision of affordable housing.
- Working with Housing Associations to target support at social housing tenants affected by the welfare reforms.
- Debt advice - providing access to debt advice services and supporting the local Credit Union.
- Measures to address fuel poverty and affordable warmth.
- Community projects in areas of relative deprivation.
- Employment projects - working to get local people into work, especially geared towards young people Not in Education or Employment (NEETs).
- Providing community leadership in working for the reopening of the Sixth Form College at Haywards Heath.

### **Residential Location**

The Council recognises that whether our residents live in a rural or urban location can affect how they access our services. Based on Office for National Statistics data for 2011, it is estimated that 22.7% of the population of Mid Sussex, some 31,800 people, live in the rural wards and therefore could be experiencing rural isolation. This is associated with issues such as travel difficulties for those dependent upon public transport, high local housing prices and a lack of community facilities.

## **Measures that we are taking:**

Examples include:

- Customer service - offering on-line services and visiting officers.
- Providing rural affordable housing - including working with Parish Councils and developers on Rural Exception Sites.
- Investing in community facilities in rural areas such as pavilions and village halls.
- Funding Action in rural Sussex (AirS) to support rural communities.

## **Support for the Armed Forces Community**

Mid Sussex District Council signed the Armed Forces Community Covenant in September 2014, which is a statement of mutual support between the District Council and the local Armed Forces community. Specifically, the Covenant aims to:

- Encourage local communities and the Armed Forces community to support each other:
- Nurture public understanding and promote awareness of issues affecting the Armed Forces community.
- Recognise and remember the sacrifices made by the Armed Forces community.
- Encourage activities which help to integrate the Armed Forces community into local life.

The Council also received the Bronze Employer Recognition Scheme award in January 2018, which shows support for the Armed Forces community through its employment policies. Initiatives associated with this have included the adoption of a guaranteed interview scheme for suitably qualified applicants with an armed forces connection and proper recognition in the Council's employment policies of provision for members of the Reserve Forces.

## **Measures that we are taking:**

Examples include:

- The Council publicises the Heroes Welcome Scheme, which provides for retailers to provide discounts to service personnel.
- Participation in events such as Armed Forces Day and Remembrance Day.
- The Council's Housing Allocation Scheme exempts those with an armed forces connection from the usual requirements to have a local connection to the District to be on the Housing Register.

## **Council initiatives that benefit a range of protected groups**

In looking at the measures that we are taking to meet the individual needs of the protected groups, there are a number of initiatives that the Council is delivering that cover a range of equality issues such as:

- The operation of our grants scheme to support a wide range of community organisations and projects that seek to assist vulnerable groups. The grants scheme funds through partnership agreements, a core of voluntary organisations that support vulnerable people of all ages and backgrounds, such as Citizens Advice; Age UK; Mid Sussex Voluntary Action; and Action in rural Sussex.
- Our systems for reporting and dealing with hate crime and anti-social behaviour, motivated by racial, faith, disability or homophobic prejudice.

- Provision of a balanced range of activities offered at our leisure centres to suit all sectors of the community. We also work with the health sector on the promotion of sport and healthy lifestyles.
- Working with Places Leisure and Alzheimer's Society to deliver Living Well events in the leisure centres offering free taster activities for people aged 50 plus with a focus on people living with dementia and their carers.
- Our Health and Wellbeing service provided on behalf of NHS West Sussex and the County Council. The services provided by the Wellbeing Hub are of particular benefit to vulnerable groups, for example in addressing issues associated with an ageing population, fuel poverty and support for carers.
- The Mid Sussex Applauds Awards recognises individuals and organisations for their contribution to their communities, with nominations open to the public in eight categories.

### **Equality Impact Assessments**

The Council completes Equality Impact Assessments for its major changes to services and where there are relevant new policies. The assessments identify opportunities to promote equality and the barriers to services/differential impact on the protected groups in Mid Sussex. The completed assessments are published on the Council's website.

There is also a standard section in all of the Council's reports to Members, which assesses the "Equality and Customer Services Implications" of the actions referred to in the report.

### **Equality and Diversity and the Council's Procurement**

The Council provides a wide range of services to the community in Mid Sussex, some of which are provided directly and others on our behalf by contractors and partners. We seek to ensure that the contractors that the Council uses and partners with whom we work have the same standards in meeting equality and diversity requirements. Equality considerations are assessed as part of every procurement exercise and embedded into the specification and contractual conditions.

### **Equality and Diversity and the Council's staff**

The Council's equality and diversity responsibilities as an employer are met through our employment policies, which aim to ensure that all staff are treated fairly and with respect. These include Dignity at Work; Code of Conduct; Equal Opportunities; Family Friendly: Disciplinary and Grievance Policy. There is also the provision of regular Equality and Diversity staff training, both general awareness training and tailored courses for frontline staff on meeting the needs of customers with specific needs.

The Council monitors the composition of its staff in relation to the background Mid Sussex population so that we are aware of how representative the workforce is of the people that we are seeking to serve. We publish an Annual Workforce Monitoring Report as part of the requirement to publish equality data, which includes information about age, gender, ethnicity, disability and religion. The Report includes information about the gender pay gap, comparing the average male and female employee pay. We also publish a quarterly staff profile, which appears on the employment page of the website.

## **4. Responsibility for the Scheme and Monitoring Arrangements**

Responsibility for the implementation of this scheme at Member level rests with the Cabinet Member for Community. The lead at Management Team level will be with the appropriate

Head of Service, currently the Head of Regulatory Services. The Council's Scrutiny Committee for Community, Customer Services and Service Delivery will be responsible for scrutinising the scheme, prior to its adoption by Full Council, and will consider an annual progress report. The Annual Report for 2019 is included at Appendix A to this scheme.

### International Holocaust Remembrance Alliance Definition of Antisemitism

“Antisemitism is a certain perception of Jews, which may be expressed as hatred toward Jews. Rhetorical and physical manifestations of antisemitism are directed toward Jewish or non-Jewish individuals and/or their property, toward Jewish community institutions and religious facilities.”

The guidelines highlight manifestations of antisemitism as including:

- “Calling for, aiding, or justifying the killing or harming of Jews in the name of a radical ideology or an extremist view of religion.
- Making mendacious, dehumanizing, demonizing, or stereotypical allegations about Jews as such or the power of Jews as collective — such as, especially but not exclusively, the myth about a world Jewish conspiracy or of Jews controlling the media, economy, government or other societal institutions.
- Accusing Jews as a people of being responsible for real or imagined wrongdoing committed by a single Jewish person or group, or even for acts committed by non-Jews.
- Denying the fact, scope, mechanisms (e.g. gas chambers) or intentionality of the genocide of the Jewish people at the hands of National Socialist Germany and its supporters and accomplices during World War II (the Holocaust).
- Accusing the Jews as a people, or Israel as a state, of inventing or exaggerating the Holocaust.
- Accusing Jewish citizens of being more loyal to Israel, or to the alleged priorities of Jews worldwide, than to the interests of their own nations.
- Denying the Jewish people their right to self-determination, e.g., by claiming that the existence of a State of Israel is a racist endeavour.
- Applying double standards by requiring of it behaviour not expected or demanded of any other democratic nation.
- Using the symbols and images associated with classic antisemitism (e.g., claims of Jews killing Jesus or blood libel) to characterize Israel or Israelis.
- Drawing comparisons of contemporary Israeli policy to that of the Nazis.
- Holding Jews collectively responsible for actions of the state of Israel.”

**Antisemitic acts are criminal** when they are so defined by law (for example, denial of the Holocaust or distribution of antisemitic materials in some countries).

**Criminal acts are antisemitic** when the targets of attacks, whether they are people or property – such as buildings, schools, places of worship and cemeteries – are selected because they are, or are perceived to be, Jewish or linked to Jews

**Antisemitic discrimination** is the denial to Jews of opportunities or services available to others and is illegal in many countries.

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# **MID SUSSEX DISTRICT COUNCIL**

## **Equality and Diversity**

## **Progress Report 2019**

January 2020

## INTRODUCTION

This is the Council's tenth annual progress report, setting out Equality and Diversity activity in 2019.

## PROGRESS IN DELIVERING SERVICE IMPROVEMENTS IN 2019

This section identifies service improvements for the protected groups, together with those who may find it difficult to access services by virtue of where they live and those with poor skills or low incomes. It also updated on initiatives to support the armed forces community. Some of our initiatives cover a range of equality issues. These include our systems for reporting and dealing with hate crime and anti-social behaviour; safeguarding; the operation of our grants scheme; provision of activities through our leisure centres; and the Health and Wellbeing service.

### Hate Crime Reporting

Figures for Hate Crimes reported in Mid Sussex for the last two years are shown below:

Type of Hate Crime	Mid Sussex		West Sussex	
	2019	2018	2019	2018
Transgender	8	8	36	27
Religion	9	7	83	76
Disablist	15	10	139	113
Sexuality	22	13	196	141
Race	84	77	783	640
Total	138	115	1,237	997

A hate incident/hate crime is any incident where the victim or another person believes that they, the victim has been targeted because of their perceived race, religion, sexual orientation, disability or gender identity. Sussex Police point out that hate crimes are under reported and the increases are seen in part as the success of initiatives to raise awareness of hate crime and how it can be reported. This also follows national trends.

### Safeguarding

Mid Sussex District Council continues to work in partnership with both the West Sussex Safeguarding Children's Board and Safeguarding Adults Board to ensure co-ordinated responses across West Sussex. The Council's Safeguarding Children and Adults Policy has been accompanied by a programme of training for both Members and Officers.

### Support to community organisations through our Grants Scheme

The operation of our grants scheme continues to support a wide range of community organisations and projects that seek to assist vulnerable groups. Overall in 2018/19 a total of £1,029,294 of Economic, Community Development and Facility Grants were awarded by the Council, attracting an estimated further £2,030,810 of investment into projects and facilities.

The grants scheme includes partnership agreements with a core of voluntary organisations that support vulnerable people of all ages and backgrounds. These agreements are in place with Citizens Advice; Age UK; Mid Sussex Voluntary Action (MSVA); and Action in Rural Sussex. The partnership agreements are awarded over a three-year period to provide continuity and financial security to these organisations, with grants of £239,379 awarded in 2018/19.

Information about the contributions of the partnership agreement organisations to disadvantaged groups in Mid Sussex is provided below:

- Citizens Advice dealt with nearly 12,000 clients who had 18,000 different issues through their offices in Mid Sussex during 2018/19. 43% of Mid Sussex clients were either disabled or had a long-term health issue. The biggest growth area for advice was around Universal Credit claims which accounted for 7% of advice given in 2018/19. Citizens Advice has used external funding to set up a dedicated Universal Credit telephone helpline and to provide new accessible face to face advice sessions at the job centre in Haywards Heath and at Saltworks, a community hub in the Bentswood area of Haywards Heath.
- Age UK has around 800 older people in Mid Sussex who are members of their three centres in Burgess Hill, East Grinstead and Haywards Heath. The centres provide older people with a place where they can meet and socialise, enjoy a cooked lunch or take part in activities like short mat bowls, arts and crafts, quizzes and exercise classes. The Age UK centre in Haywards Heath successfully moved premises from the Cherry Tree to Lamb House. The larger facility has enabled the organisation to widen its offer, including the introduction of “twilight sessions” aimed at older working adults.
- Mid Sussex Voluntary Action (MSVA) supports local charities, volunteers, community groups, non-profit organisations and social enterprises. In 2018/19 MSVA had 338 member groups, gave practical 1:1 help to 70 community groups and charities, advertised 98 new volunteering roles, assisted in 53 successful volunteer placements, offered 11 training courses and 3 e-learning courses and held 6 events and 8 community drop-in sessions. The charity also hired out its Community room to 40 local groups.
- Action in Rural Sussex (AirS) provides valuable support to village halls, which are often the heartbeat of rural communities. This has included provision of legal, organisational and development advice for the trustees and management committees running these facilities on behalf of local people. During 2018/19, AirS completed a review of a selection of community facilities in Mid Sussex, which identified different aspects to consider in developing and operating community facilities. They also played a key role in delivering Mid Sussex Liaison Network events on sourcing and sustainable funding.

## **Leisure Centres**

The Council's Leisure Centres provide a balanced range of activities to suit all sectors of the community and includes a scheme for concessional use. Groups who benefit from concessional charges include the over 60's; juniors of 16/17 years of age; students in full-time education; those in receipt of certain benefits such as Job Seekers Allowance; and registered carers. In 2018/19, concessional attendances amounted to 34% of the total. The Leisure Centres also work through the GP Exercise Referral Programme and provide activities for local schools and community groups.

## **The Health and Wellbeing service**

The Health and Wellbeing Hub continues to be developed with a high emphasis on targeting people in the community who are at risk of the poorest health, with their services of particular benefit to vulnerable groups. Examples of their work this year have included:

- The falls prevention programme which has been integrated into the Local Falls Pathway (especially useful for older people to improve their strength and mobility) with classes held in East Grinstead, Haywards Heath, Burgess Hill and Hassocks.
- Wellbeing Coaches who support people with complex health and wellbeing issues on a one to one basis.

- The prediabetes programme, which is delivered in GP surgeries across Mid Sussex and targets people at risk of developing type 2 diabetes. People at risk include those with a high body mass index and adults from ethnic minority backgrounds. The majority of referrals have been via GP practices.

There is also a Mid Sussex Health and Wellbeing Network which is made up of approximately 80 organisations, both statutory and third sector working within the broad field of wellbeing. This is convened by the Hub quarterly and is a key source of exchanging information and getting referrals to and from the service. Specific meetings this year have covered adult education and volunteering opportunities; community support services such as the Age Well campaign and the Local Energy Advice Partnership; and Wellbeing Service including falls prevention and the time for dementia programme.

## **FOCUSED WORK AROUND PROTECTED CHARACTERISTICS IN 2019**

The next section of the report identifies service improvements for the protected groups last year.

### **Disability**

- The Council's Housing Standards Team provided 140 Disabled Facilities Grants during 2018/19. These delivered a range of home adaptations to help disabled people to live more independently in their own homes, including ramps, stairlifts, adapting kitchens for wheelchair use and replacing baths with level access showers. A further 103 have been awarded in the period April to December 2019.
- Three wheelchair accessible new affordable housing units have been provided in 2018/19 and a further one in the period April to December 2019.
- Grants have been awarded to local groups that promote the interests of people with disabilities, including the Dame Vera Lynn Children's Charity that helps young children with Cerebral Palsy, 4Sight Vision Support which provides for visually impaired people in Mid Sussex, the Cuckfield Stroke Communications Group, Kangaroos Breakaway club for young people with learning difficulties.
- The Council's Wellbeing Team and Places Leisure have provided a new mental health support programme run by Crawley Town Football Club Community Foundation. The "Move the Goalposts" scheme provides support and guidance to adults to improve their mental health.
- The improvements to the facilities provided at Jane's Lane Recreation Ground in Burgess Hill include installation of a changing places toilet. Also, the new playground facilities that have been provided are designed to be highly inclusive and include wheelchair accessible play equipment.
- The new Burgess Hill library provided as part of the town centre redevelopment has improved accessibility including a lift and Changing Places Toilet.
- A grant was awarded to Hassocks Community Association to improve disabled access at the Adastra Hall.
- A Parkinson's community garden has been provided at Beech Hurst in conjunction with Parkinson's UK, with features such as raised beds to accommodate wheelchair users.
- The Wellbeing Team is supporting Every Mind Matters, a new Public Health campaign that aims to support people to feel more confident to take care of their mental health and wellbeing.
- Housing Services has worked with several Housing Associations to provide 3 fully adapted Wheelchair units in 2018-2019 as affordable homes in Handcross and Burgess Hill and has also provided 2 wheelchair units in Burgess Hill and Haywards Heath thus far in 2019-2020

- Housing Services work with Sussex Oakleaf and Peabody Housing Associations to enable vulnerable people with mental health needs and other disabilities to live independently through support and intensive housing management.

## **Age**

### **Work with Older People**

- 14 Silver Sunday events, funded by grants from the Council, were held across the District in October. Silver Sunday is intended to mitigate the problem of loneliness amongst older people and to provide an opportunity for them to join together and make new connections. This year's events included a life Stories event in East Grinstead, a Tea Dance in Haywards Heath, a film show in Newtimber and a garden visit in Pyecombe.
- The Community Connections Directory of Services for Older People was issued by the Health and Wellbeing Team, developed in partnership with organisations working with, and for, older people in Mid Sussex. This includes an on-line version, which allows groups to keep their service information up to date <http://www.community-connections.org.uk/>
- Living Well in Old Age events were held in October at King's Centre, East Grinstead and the Dolphin Leisure Centre, Haywards Heath. These were organised by Places Leisure, the Alzheimer's Society and the Wellbeing Team, with partners such as audiology and Dementia Café also attending.
- The Council co-ordinates the Dementia Friendly Mid Sussex Group comprising the three local town Dementia Action Alliances and West Sussex County Council. The group meets to work towards dementia friendly communities across the district, share good practice and undertake joint projects.
- The Council has been working to provide a Dementia Friendly reception at Oaklands in association with the Mid Sussex Dementia forum run by the Alzheimer's Society.
- Housing Services have worked with Eldon Housing Association and WSCC to deliver a new Extra Care scheme at Lingfield Lodge in East Grinstead. The scheme has started on site and will provide 48 flats for frail older people in 2021.
- Housing Enabling are also working with Moat Housing Association to deliver 35 new flats for older people at Bell Hammer in East Grinstead which is expected to start on site in 2020

### **Work with young people**

- The Young Volunteer and the Community Service awards were merged in 2019 and were delivered through the 'Mid Sussex Applauds' awards. Over 150 people made nominations with a total of 89 individuals, businesses and organisations nominated. Twenty-nine shortlisted winners attended the awards ceremony in the Meridian Hall in East Grinstead hosted by the Chairman and the High Sheriff. All nominees received a letter of commendation from the Chairman in recognition of their contribution to community life.
- The seventh annual play day events were held in parks at Burgess Hill, East Grinstead, and Haywards Heath. The theme of this year's events was the circus, with some 2,200 children and their families attending.
- In addition to the normal play days, there was also a series of 10 playdays on tour across the District including in more rural areas such as Hassocks, Hurstpierpoint, Cuckfield, Scaynes Hill, World's End, Ardingly and Turners Hill. These were undertaken with partners Sussex Clubs for Young People, Places Leisure and West Sussex County Council Children and Family Centres. Some 990 children and their families attended.
- Three Skatefest events were held this year in Haywards Heath, Burgess Hill and East Grinstead offering activities to the older age group and based in the Skate parks where young people gather. The activities offered included music and DJ workshops, Spay Can Art, Street Dance and Bike/Scooter maintenance. Around 100 young people attended

each event, with positive feedback from young people and adults helping to challenge the negative perceptions of Skate parks.

- A STEM (Science, Technology, Engineering and Maths) challenge event was held with teams from local schools tasked to design and adapt a drone through an assault course and judged by a Dragons Den style panel.
- A grant was awarded to East Grinstead Tennis, Squash and Racketball Club to fund extra-curricular sporting activities for children and young people.
- A grant was awarded to the South of England Agricultural Society to contribute to the Young Craftsman of the Year competition.
- Six Form College to be reopened in 2020.

## **Race**

- The Mid Sussex Diversity Forum has re-grouped following a number of years of inactivity. The group have elected a new committee and hope to initiate projects to support BME communities in Mid Sussex.
- The Mid Sussex Multicultural Group based in Burgess Hill successfully completed children's English support classes and women's meditation classes. The group meets regularly and are actively seeking funding opportunities to offer future classes.

## **Gypsies and Travellers**

- We have established the need for settled gypsies and travellers' sites for the period to 2031 through District plan policy DP33. We will ensure a sufficient number of sites to meet the identified need over the plan period.
- The Council continues to manage the Bedelands site at Burgess Hill which provides 9 plots for gypsies and travellers.

## **Sexual Orientation**

- Hate crime reporting on the basis of homophobia continues to be reported through the Crime and Disorder Partnership.

## **Religion or Belief**

We work with local churches to meet the needs of more vulnerable residents:

- Our Housing Needs and Benefits Teams refer people to the Burgess Hill, Haywards Heath and East Grinstead Foodbanks, which have connections to local churches. Vouchers are provided which can be redeemed for three days of emergency food. 193 food vouchers were issued by the Housing Needs Team in the period January to December 2019, compared to 162 in the previous year.
- Church groups were contacted to input to the annual count of rough sleepers in Mid Sussex and were involved in the organisation of the Silver Sunday events.
- The Council was part of the Pilot Voter Recognition scheme for the Local Government elections and made special provision for those who wear face coverings for religious reasons.

## **Sex**

- The Walking Football Scheme for men over 50 has been well attended. There have also been some men only Weight off Workshops provided. The proportion of male clients of the Wellbeing Team over the year was 31%.

- The Mid Sussex Wellbeing Team has provided a programme specifically to help support male residents towards healthier futures. The scheme focuses on Motivation, Exercise and Nutrition (MEN).

### Men and Women Suffering Domestic Abuse

An important aspect of our service provision related to the protected characteristic of sex is the assistance provided for people suffering domestic abuse. The number of recorded domestic abuse crimes in Mid Sussex has risen in 2018/19, with 997 crimes compared to 878 crimes in 2017/8. Part of the reason for the increase is the success of measures to encourage the reporting of domestic abuse and accessing support.

The Council's Housing Needs Team had 47 requests for housing advice in cases involving a violent breakdown of relationship with a partner in 2018/19, compared to 40 cases in the previous year. There is a cross-tenure outreach service provided by Home Group (Stonham). This provides housing related support to victims of abuse to enable them to be "safe at home" or enable victims to secure a safe home.

There are a range of services and initiatives aimed at responding to domestic abuse. These include the WORTH services, which provide support to victims of domestic abuse and are based at hospitals in West Sussex, and the Multi-Agency Risk Assessment Conference (MARAC) which brings together responsible agencies in West Sussex to discuss those cases with the highest risk of harm.

Safe in Sussex were awarded Government funding to deliver an outreach domestic abuse service across Sussex aimed at isolated and marginalised communities who cannot easily access support, which launched in May 2019.

### **Gender Reassignment**

- Community safety - our hate crime incident reporting includes the recording of hate crime motivated by transphobia, which refers to various kinds of aversion towards transsexual people.

### Gender Identity Issues in Mid Sussex

With regard to gender identify issues amongst young people, the Council's Community Engagement and Events Officer leads a forum called Better Young Lives, which currently has 60 partners representing 34 organisations from the voluntary and statutory sector. The forum provides an opportunity to share information and network. The group has discussed support services available for young people facing gender identity and wider LGBT issues.

The Group received a presentation from Allsorts, which is a charity that works with young people that identify as LGBT+. They currently deliver services in Chichester, Worthing and Horsham Find it Out centres and are keen to branch out in Mid Sussex. They offer advocacy for 11-19 year olds by appointment and deliver work in schools. They also work with the Youth Emotional Support Service (YES) who refer to the service for young people who identify as LGBT+ for support on various issues.

### **Residential Location**

#### Supporting local communities

- A grant was awarded to Friends of Burgess Hill Green Circle Network towards a “Wild About Mid Sussex” free exhibition.
- A grant was awarded to Bentswood Community Partnership towards their Youth Engagement Project.

### Community facilities

- The Council has worked with Hurstpierpoint Parish Council to provide a Hurstpierpoint Community Hub at the former site of the Ex-Serviceman’s Club at Court Bushes Recreation Ground. The new community building opened in June 2019 and provides a flexible space that can be used in different ways by local community groups. Resident and community involvement informed the design and facilities of the building, which is managed by the Parish Council.
- Improvements to the play facilities at World’s End Recreation Ground, Burgess Hill have been completed informed by consultation with the local community.
- A new community centre has been provided at Finches Field, Pease Pottage. The facility includes an office space for Slaugham Parish Council who are managing the building on behalf of the community. The Parish Council undertook the construction of the building, with Mid Sussex District Council providing s106 money of £675,000 and £111,145 of Council funding.
- The Council has contributed to the development of a new multi-use community building and village centre in Ansty through grants of £117,440 and release of section 106 developer contributions of £324,443.

### Housing Initiatives

- New affordable housing delivered in 2018/19 included 29 homes outside of the three main towns. These included schemes at Handcross and Hurstpierpoint. Thus far in 2019-2020 34 new affordable units have been provided in Bolney, Hassocks, Hurstpierpoint and Turners Hill
- A rural exception site has been provided at Bolney in a development of 12 new rural affordable homes. This has involved a partnership of Mid Sussex District Council, Bolney Parish Council, Action in Rural England and English Rural. Homes in a rural exception site are provided in perpetuity for local people.
- The Council works with vulnerable households to prevent homelessness and to enable them to access and sustain private rented accommodation through the application of Discretionary Housing Payments as well as our Rent in Advance and Deposit Guarantee Scheme across the whole district.

### **Income or Skill Level**

- Support has been provided for 16-19 year old NEETS (Not in Education, Employment or training) through the NEETS Forum and commissioning the Positive Placement Scheme delivered by the YMCA Downslink Group. This provided mentoring support, with 30 young people supported in 2018/19, of which 20 have gone into education, employment or training.
- Heat for Health – the Council is working with a national energy and money saving service called LEAP (Local Energy Advice Partnership). This provides in-home energy efficiency and money advice service for eligible Mid Sussex residents.
- The Council supported the Mid Sussex Apprenticeship and Traineeship at the Harlands college site in Haywards Heath. This provided the opportunity to meet apprentice employers and training providers from a large range of workplaces.

- 102 new affordable housing units were delivered in 2018/19, 76 for rent and 26 shared ownership. A further 191 new affordable homes have been delivered in the period April to December 2019.
- The Council's Housing Needs Team assisted 102 households to access private rented sector accommodation.
- The Council achieved Department of Works and Pensions funding to secure a post of Employment Co-ordinator for one year based in the Benefits Service and working closely with the Housing Team, to link up with hard to reach people who are not currently utilising the Universal Credit financial help.

## **Support for the Armed Forces Community**

Mid Sussex District Council signed the Armed Forces Community Covenant in September 2014, which is a statement of mutual support between the District Council and the local Armed Forces community. The Council also received the Bronze Employer Recognition Scheme award in January 2018, which shows support for the Armed Forces community through its employment policies. Initiatives associated with this have included the adoption of a guaranteed interview scheme for suitably qualified applicants with an armed forces connection and proper recognition in the Council's employment policies of provision for members of the Reserve Forces.

The main Council service that has had contact with veterans, reservists or active members of the Armed Forces is Housing. The Housing Register identifies those with an armed forces connection as they are exempted from the usual requirements to have a local connection. There are currently 8 households on the Register who have been in the armed forces connection. The Housing Needs Team have had 2 approaches in the last 3 years from homeless ex-forces people. The Council provides specialist advice and support to such applicants and liaises with organisations such as the armed forces charity SSAFA (Soldiers, Sailors, Airmen and Families Association).

The Council continues to publicise the Heroes Welcome Scheme and there are 12 businesses signed up to the scheme in Haywards Heath.

## **Equality and Diversity and the Council's staff**

In addition to looking at improvements to services in the context of the equality and diversity, this progress report also provides information about the Council's staff. As part of the requirement to publish Equality Data, we produce an annual monitoring report about the composition of our staff compared to the background Mid Sussex population. This includes information about age, sex, pay gap, ethnicity, sexuality, religion and belief and is published on the Council's website <http://www.midsussex.gov.uk/my-council/about-the-council/equality-and-diversity/equality-data/>

The Council also provides on its website an employment profile. At the end of September 2019, the Council had 308 employees, 226 full-time and 82 part-time, with the following profile:

- 123 (40%) are men and 185 (60%) women
- 31% of senior managers (defined as the top 5% of earners) are women
- 22 (7.14%) have identified themselves as disabled
- 11 (3.57%) are from ethnic minority communities
- 2 (1%) are under 21 years of age
- 34 (11%) are 21-29
- 58 (19%) are 30-39
- 80 (26%) are 40-49

- 104 (34%) are 50-59
- 30 (10%) are over 60.

The Council's gender pay gap in 2018/19 was 7.7% calculated by comparing the mean average male and female employee pay. This compares to 6.3% in 2017/18. The median average gender pay gap for 2018/19 was 9.8%, compared to 11.2% in the previous year. The 2019 ONS national median average pay gap was 17.3% for all employees and 12.1% nationally for local government administrative staff. The gender pay gap is different to equal pay. Equal pay deals with the pay differences between men and women who carry out the same jobs, similar jobs or work of equal value. It is unlawful to pay people unequally because they are a man or a woman.

The Council is required to submit this gender pay gap information to Government, together with quartile gender pay distributions as shown below for 2018/19:

Upper Quartile-	Men 53.33%	Women 46.67%
Upper Middle Quartile	Men 37.34%	Women 62.66%
Lower Middle Quartile	Men 35.53%	Women 64.47%
Lower Quartile	Men 38.67%	Women 61.33%

For staff with a disability, the Council is a "Disability Confident Committed" employer, recognising our commitment to the employment, retention, training and career development of disabled employees. This includes a commitment to interview all disabled applicants who meet the minimum criteria for a job vacancy and to consider them on their abilities.

The age profile of the Council's staff in respect of the number of employees under 21 has been improved by the taking on of additional apprentices. Also, two former apprentices have been taken on as permanent members of staff.

## Equality and Diversity Training

All recent new starters at the Council have received equality and diversity training. This has had an emphasis on understanding unconscious bias. All staff are also required to complete an equality and diversity on-line training module.

## Equality Impact Assessments

The Council completes impact assessments where there are major changes to a service area or new policies. The assessments identify opportunities to promote equality and the barriers to services/differential impact on the protected groups in Mid Sussex. Assessments have been completed in 2019 for:

- Amendments to the Housing Allocation Scheme
- Voter Identification pilot for local council elections
- Rough Sleeping and Homelessness Strategy
- Council Tax Banded Income Scheme
- Burgess Hill Public Space Protection Order.

All of the completed impact assessments are published on the Council's website and can be found at <http://www.midsussex.gov.uk/my-council/about-the-council/equality-and-diversity/equality-impact-assessment/>

There is also a standard section in all of the Council's reports to Members, which assesses the "Equality and Customer Services Implications" of the actions referred to in the report.

## **CONCLUSIONS AND LOOKING FORWARD TO THE YEAR AHEAD**

This report includes many examples of how the Council, working with its partners, is providing for the needs of the protected groups in the District and addressing disparities arising from where people live and their income or skill level.

The Council will be looking to further develop its equality and diversity work in the year ahead. Specific areas for development in 2020 include:

- Further work to ensuring that the Council's main reception is accessible for people with dementia and their carers.
- Delivering additional Changing Places public toilets in the District
- Further development of the Council's work to support the commitments in the Armed Forces Covenant.
- Providing play equipment for children with disabilities through our parks investment programme.
- Supporting community groups through grant funding to provide street parties to mark the 75<sup>th</sup> anniversary of VE day in May 2020.
- Providing training to staff and Members on recognising and responding to hate and extremism.
- Delivering a mental health awareness event during "Time to Talk" day in February 2020.

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## SCRUTINY COMMITTEE FOR COMMUNITY, CUSTOMER SERVICES AND SERVICE DELIVERY WORK PROGRAMME 2019/20

REPORT OF: Tom Clark, Head of Regulatory Services  
Contact Officer: Alexander Austin, Democratic Services Officer  
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Tel: 01444 477062  
Wards Affected: All  
Key Decision: No

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### Purpose of Report

1. For the Scrutiny Committee for Community, Customer Services and Service Delivery to note its Work Programme for 2019/20.

### Summary

2. Members are asked to note the attached Work Programme. The Work Programme will be reviewed as the final piece of business at each meeting, enabling additional business to be agreed as required.

### Recommendations

3. **The Committee are recommended to note the Committee's Work Programme as set out at paragraph 5 of this report.**
- 

### Background

4. It is usual for Committees to agree their Work Programme at the first meeting of a new Council year and review it at each subsequent meeting to allow for the scrutiny of emerging issues during the year.

### The Work Programme

5. The Committee's Work Programme for 2019/20 is set out below:

Meeting Date	Item	Reason for Inclusion
18 March 2020	Building Control Service	To inform Members on the service provided by the Building Control department.

### Policy Context

6. The Work Programme should ideally reflect the key priorities of the Council, as defined in the Corporate Plan and Budget.

### Financial Implications

7. None.

### **Risk Management Implications**

8. None.

### **Background Papers**

None.