

Public Sector Equality Duty Information Report 2021



Introduction

The public sector **Equality Duty** (section 149 of the Act) came into force on 5 April 2011. The Equality Duty applies to Three Rivers District Council. It requires the Council to consider how different people will be affected by its activities, helping it to deliver policies and services which are efficient and effective; accessible to all; and which meet different people's needs.

The Equality Duty is supported by **specific duties**, set out in regulations which came into force on 10 September 2011. The specific duties require the Council to publish relevant, proportionate information demonstrating its compliance with the Equality Duty. The Council must publish this information by 31 January each year. It first did this in 2012.

This report is the seventh of such reports and forms part of Three Rivers District Council's compliance with these regulations, and points to where it has also previously published relevant information.

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Further Information

Community Partnerships Unit
Three Rivers District Council
Three Rivers House
Northway
Rickmansworth WD3 1RL
Tel: 01923 776611
Email: consult@threerivers.gov.uk

W sprawie tłumaczeń proszę kontaktować się z:	If you need this information in large print, braille or another format call 01923 776611
Para traduções favor contactar	
भाषांतर मेणववा माटे म्हेरजानी करी संपर्क करे	
01923 776611 This information is also available on our website at www.threerivers.gov.uk	

Compliance with the Equality Duty

Three Rivers District Council continues to use equality relevance checks and equality impact assessment processes that reflect the range of protected characteristics in the Equality Act 2010. The process checks for relevance to the three aims of the equality duty:

- 1 – Eliminating discrimination, harassment and victimisation
- 2 – Advancing equality of opportunity
- 3 – Fostering good relations

The process checks for relevance to the following protected characteristics:

- Race
- Age
- Sexual Orientation
- Disability
- Sex
- Religion
- Gender reassignment
- Marriage / civil partnership
- Maternity / Pregnancy

The template used for the relevance check can be found in appendix A.

Where it is deemed a full equality impact assessment is required then the template in appendix B is used to complete this. This has been updated with regard to the guidance issued by the Equalities and Human Rights Commission.

All decisions made by the Council must detail whether an equality relevance test has been conducted and whether this found a full equality impact assessment was required. Where a full impact assessment has been required the outcomes of this must be summarised in the report to the relevant committee.

Reports to Council committees are published on our website and made available in alternative formats when required. Copies of the Council's published reports can be found on our website at: <https://www.threerivers.gov.uk/listing/council-meetings>

The Council's Comprehensive Equality Policy identifies 5 strategic equality and diversity objectives:

1. Promoting Community Leadership And Community Cohesion
2. Improving Community Engagement And Communication
3. Promoting Equality In Service Delivery
4. Promoting Equality Of Opportunity In Employment And Training
5. Evaluating The Success Of Our Equalities Commitments

Details can be found at:

<https://www.threerivers.gov.uk/egcl-page/equality-and-diversity>

The Policy was reviewed and updated in 2018.

The Council has developed a new **Corporate Framework for the period 2020 to 2023**, with the following Themes and Objectives

Housing and Thriving Communities

- We will work on a local plan to deliver sufficient housing and adopt that plan by 2021
- Through our joint ventures and partnerships we will take all available practicable action to increase the supply of affordable homes in the district

- We will complete the delivery of the main and learner pools and refurbishment to the leisure venue at South Oxhey
- We will seek to increase the number of Green Flag accredited parks and open spaces
- We will work towards reducing inequalities, prevent homelessness and encourage healthy lifestyles
- We will continue to work with partners to tackle crime and anti-social behaviour and secure investment in priority interventions.

Sustainable Environment

- We will produce and deliver a Climate Change Strategy and action plan
- We will continue to improve the energy efficiency of the Council's buildings
- We will deliver and implement a Cycling and Walking Strategy
- We will seek to maintain our position as the highest recycling authority in Hertfordshire.

Successful Economy

- We will undertake a review of the Council's role in relation to the economy and agree an economic strategy
- We will continue to participate in the Hertfordshire Growth Board and South West Herts Partnership and engage the Hertfordshire Local Enterprise Partnership to support the economy
- Three Rivers will be recognised as a great place to do business
- We will continue to improve our relationship with the local business community
- We will continue to support Visit Herts and promote Three Rivers as the home of the internationally significant Warner Bros Studios.

High Performing, Financially Independent Council

- We will generate enough income to continue to provide services for the district
- We will develop and deliver an improved Property Investment Strategy to maximise income from our assets and support the Commercial Strategy
- We will progress our Customer Service Strategy that provides a range of contact channels for customers and sets out corporate expectations of how they should be treated
- We will produce an Organisational Development Strategy to support the Council in delivering its priorities and objectives.

Specific targets have been set in relation to anti-social behaviour, domestic abuse, families supported by Families First; adult physical activity, older people's physical activity, young people's physical activity, children's play activities, attendances by children from low income families at Easter and summer play schemes, vulnerable children's satisfaction with leisure projects, access to benefits, affordable homes, lettings in private rented sector with the rent deposit guarantee scheme, additional temporary accommodation, and the percentage of people that feel that public services treat all types of people fairly.

The Council previously attained the 'Achieving Level' of the Equality Framework for local government. The assessment covered the period of three years from 2010. A decision has been taken not to re-apply for accreditation in 2013 due to the cost of the process. The Council will use the resources it has available to improve its services as per its equalities objectives.

The Local Strategic Partnership's Community Strategy for Three Rivers for 2018-23 can be found at: <https://www.threerivers.gov.uk/service/local-strategic-partnership>

This includes details of the strategy's equality relevance test. The five themes of the strategy are:

- Housing
- Ambition
- Independence & Resilience
- Health & Wellbeing
- Safety

Priorities have also been identified by the Community Safety Partnership, Adults with Complex Needs, 11-19 Youth Strategy Group and the Watford and Three Rivers Families First Partnership. Details of these partnerships can be found at:

<https://www.threerivers.gov.uk/egcl-page/partnerships>

Equalities Sub-Committee

During 2020 an Equalities Sub-committee has been meeting to look at how Three Rivers can support our communities. This is a sub-committee of the Policy and Resources Committee and reports to full Council.

At its meeting on the 1 September 2020, Three Rivers District Council adopted the IHRA definition of Anti-Semitism:

"Anti-Semitism 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".

At the same meeting, the Council also adopted the Muslim Council of Britain (MCB) supported definition of Islamophobia is:

"Islamophobia is rooted in racism and is a type of racism that targets expressions of Muslimness or perceived Muslimness"

Employees

- 1.1. Three Rivers District Council is committed to identify and eradicate any form of discrimination, direct or indirect, institutional or other, both in employment and in the procurement and delivery of services. This commitment is articulated in the Comprehensive Equality Policy and its published equalities objectives.
- 1.2. As part of the regulations of the Public Sector Equality Duty the Council is required to publish relevant, proportionate information demonstrating our compliance with the Equality Duty. This statement details the information of Three Rivers District Council in relation to its workforce as at 31 March 2020.

2. Legislative Framework

- 2.1. Statutory duties are governed by the Public Sector Equality Duty in the Equality Act 2010 and related regulations. Under the Act, public sector organisations with over 150 employees are required to report at least annually on how their policies and practices affect staff with different “protected characteristics”.
- 2.2. Under the Equality Act there is also a general equality duty, meaning the Council must have due regards to the need to:
 - Eliminate unlawful discrimination, harassment and victimisation
 - Advance equality of opportunity between different groups
 - Foster good relations between different groups
- 2.3. Due regard 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 there are different needs of other people.
- 2.4. This general equality duty replaces all previous duties specified under previous equality legislation and applies to the Council as an employer as well as a provider and enabler of services.

3. Monitoring

- 3.1. Three Rivers District Council collects data from its workforce on the following protected characteristics:
 - Age
 - Disability
 - Gender reassignment
 - Marriage/Civil Partnership
 - Pregnancy and maternity
 - Race
 - Religion or Belief
 - Sex
 - Sexual orientation
- 3.2. The statistics are taken from the Human Resources and Payroll information system, Resourcelink. Resourcelink provides us with comprehensive reporting allowing a full analysis of our workforce data to be undertaken.

3.3. Although we have the capability to undertake comprehensive reporting, we are dependent on individuals disclosing their personal information to us so that meaningful reporting can be undertaken. Where employees have chosen not to disclose this information, there are gaps in our data. We recognise the limitations of this system, which relies on individuals disclosing their personal information to us, and we will introduce some new initiatives this year to improve the quality of the data held:

- We will engage with Local Liaison Committee, and seek their input into how we can encourage more employees to disclose their personal information.
- We are starting on the implementation of a new HR system, iTrent, which will replace ResourceLink. This implementation will provide an opportunity for us to ask all members of staff to confirm their personal details as held in the system are correct and to add in any missing data.
- An anonymous survey was held for staff to update their equalities information, however the response rate was low.

4. Corporate monitoring

4.1. The Council is committed to ensuring it achieves equalities objectives and relevant performance indicators. The Council’s Management Board oversees monitoring of corporate and service performance indicators. Information on the Council’s strategic performance indicators can be found in the Strategic plan at: <https://www.threerivers.gov.uk/egcl-page/council-performance>. Further information on the Council’s work on equality and diversity can be found at: <https://www.threerivers.gov.uk/egcl-page/equality-and-diversity>.

5. Three Rivers District Population Statistics

5.1. The Council receives local population details and projected local population growth through government released population data and Census information.

5.2. This report identifies the Council’s current employee profile and how that profile matches local population statistics taken from Census data. The report also indicates the targets the Council sets through a series of Human Resources Performance Indicators.

6. Workforce Analysis

6.1. Analysis by Age

The age profile for Council employees is indicated in Table 1 below:

Table 2 further breaks down this data by pay grade groups.

Table 1: for comparison 2018-19 figures are in brackets

Age Group	Total of employees	% of employees
29 and under	44 (40)	14.01% (12.66%)
30-39	62 (67)	19.75% (21.20%)
40-49	63 (58)	20.06% (18.35%)
50-59	102 (108)	32.48% (34.18%)
60-64	31 (32)	9.87% (9.81%)
65 +	12 (12)	3.82% (3.80%)
Total	314 (317)	100.00%

Table 2: for comparison 2018-19 figures are in brackets

Pay Scale / GRADE	29 and under	30-39	40-49	50-59	60-64	65 +	Grand Total
Scale 6 / and below	38 (34)	26 (27)	27 (25)	43 (47)	14 (17)	10 (9)	158 (159)
SO1 to MG1	* (*)	29 (32)	28 (25)	44 (47)	13 (10)	* (*)	121 (122)
MG2 to MG3	0 (0)	* (*)	* (*)	10 (9)	* (*)	0 (0)	25 (26)
MG4	0	0	* (*)	* (*)	* (*)	v	* (*)
Director/ Head of Paid Service	0	0	* (*)	* (*)	0	0	* (*)
TOTAL	44 (49)	62 (67)	63 (58)	102 (108)	31 (32)	12 (12)	314 (317)

- 6.2. The age statistics at March 2020 show a median age of Council employees is between 40 and 49 years old. This is unchanged from 2018/19.
- 6.3. A range of initiatives have been put in place to increase the number of young people coming to work in the council. Examples of these include – apprenticeships and work experience and our Customer Service Centre Academy.
- 6.4. Analysis by Disability
- A disability is defined as a physical or mental impairment that has a substantial and long-term adverse effect on ability to perform normal day-to-day activities. ‘Substantial’ means more than minor or trivial and the effect of the impairment will have lasted or is likely to last for at least twelve months.
- 6.5. The council fully supports the Disability Confident Employer Scheme. This means that all applicants who declare a disability and demonstrate in their application form that they meet the criteria detailed in the person specification are guaranteed an interview.
- 6.6. The Council makes reasonable adjustments to accommodate the needs of employees who have a disability, in accordance with the “Disability in Employment” policy.
- 6.7. The target percentage of all employees declaring that they had a disability is 9.2%, but the actual figure for 2019-20 is 2.87% or 9 out of 314 (1.89% or 6 out of 317 in 2018-19). This is compared against a population figure of 14.46% of the 2011 Census population having a long-term illness or Disability. It is also useful to note that a large number of employees have not stated if they are disabled or not (242 out of 314 employees).

The statistics on Council employees declaring that they have a disability are shown in Table 3 below:

Table 3: for comparison 2018-19 figures are in brackets

DISABILITY	Total no of Employees	% of employees
YES	* (*)	2.87 % (1.89%)
NO	63 (32)	20.06% (10.09%)
Not Stated	242 (279)	77.07% (88.01%)
Total	314 (317)	100.00%

6.8. A high percentage of employees have not stated whether they have a disability or not, limiting a detailed analysis. This has been a historical issue at the council and steps have been taken to reassure and encourage employees to provide this information via the My View system, including revised guidance on why we need this information.

6.9. The Council has a dedicated internet hub designed to look after health and wellbeing and are proud to have signed the Time to Change Employer Pledge. There is a thriving Health and Wellbeing forum and trained Mental Health Champions and Mental Health First Aiders. Our Health and Wellbeing Strategy also focuses on raising awareness of certain disabilities across the organisation by periodically organising campaigns on agreed topics.

6.10. The current Mental Health First Aiders have completed a two-day Mental Health First Aid Course. The same course is offered on-line by the provider in a 15 hour workshop which we can offer to employees who want to become MHFAs to be consistent in the training going forward.

6.11. Analysis by Gender Reassignment

Transgender staff – No staff currently identify as being transgender. However we note that staff who have transitioned would not necessarily chose to disclose this data, and would not be required to.

6.12. Marriage and Civil Partnership

The marital status of Council Employees at 31 March 2020:

Table 4: this data has not been captured before

Marital Status	Total no of Employees	% of employees
Married	36	11.46%
Divorced	*	*
Single	26	8.28%
Civil Partnership	*	*
Widowed	*	*
Not Stated	241	76.75%
Total	314 (317)	100.00%

6.13. Pregnancy and maternity

During 2019-2020, three female members of staff took maternity leave (three in 2018-19).

6.14. Analysis by Race/Ethnicity

The ethnic composition of Council employees at 31 March 2020:

Table 5: for comparison 2018-19 figures are in brackets

Ethnic Group	No of employees	% of employees
White: British	134 (142)	42.68% (44.79%)
White: Irish	* (*)	*% (*%)
White: Other	* (*)	*% (*%)
Mixed Ethnic group	* (*)	*% (*%)
Asian: Indian	* (*)	*% (*%)
Asian: Pakistani	* (*)	*% (*%)
Asian: Bangladeshi	* (*)	*% (*%)
Asian: Chinese	* (*)	*% (*%)
Asian: Other	* (*)	*% (*%)
Black: African	* (*)	*% (*%)
Black: Caribbean	* (*)	*% (*%)
Black: Other black	* (*)	*% (*%)
Prefer not to say / not stated	162 (156)	51.59% (49.21%)
Other Ethnic Group	* (*)	*% (*%)
Total	314 (317)	100.00%

Black, Asian and Minority Ethnic Group (BAME)

Table 5a: for comparison 2018-19 figures are in brackets

BAME / NON-BAME	No of employees	% of employees
BAME	12 (19)	3.82% (5.99%)
NON-BAME	140 (142)	44.59% (44.79%)
PREFER NOT TO SAY/ NOT STATED	162 (156)	51.59% (49.21%)
Total	314 (317)	100.00%

Table 6 breaks down the number of known Black, Asian and Minority Ethnic staff by pay band.

Table 6: for comparison 2018-19 figures are in brackets

Pay Scale / Grade	Broad Description	Total no of employees	No of BAME	% of BAME
Scale 6 and below	Most front line jobs	158 (159)	* (*)	16.66% (10.53%)
SO1 to MG1	Senior officers, team leaders, supervisors/ technical specialist	121 (123)	* (*)	66.68% (68.41%)
MG2 - MG3	Professionals grades/managers/Service Heads	25 (26)	* (*)	8.33% (10.53%)
MG4	Service Heads	* (*)	* (*)	8.33% (10.53%)
Director/ Head of Paid Service	Directors / Chief Executive	* (*)	* (*)	0.0% (0.00%)
Total		314 (317)	12 (19)	100.00%

The total number of employees from a Black, Asian or Minority Ethnic (BAME) background for 2019-20 was 12 or 3.82% of the workforce (19 or 5.99% in 2018-19). This is under the Council target of 13.6%. However given the number of staff for whom ethnic origin is not recorded, the Council needs to address data gaps in order to interpret this data. As noted in 3.3 above, we continue to make efforts to address this by on-going requests and reminders to our employees to update their records and the importance of providing the information. The most recent request was in 2020. HR Business Partners also regularly raise the matter with managers in management meetings to urge their employees to complete the on-line form.

- 6.15. The target percentage for top 10% of earners being from the BAME group was 13.6%. Only 12.9% of the top 10% earners are from Black, Asian and Minority Ethnic (BAME) background or 4 of the 31 most senior posts in the Council are occupied by employees from a BAME group. (6.25% and 2 of 32 in 2018-19).
- 6.16. The majority of the BAME ethnic population are employed in front line or Senior Officer / supervisory roles in the Council. Small fluctuations will have a disproportionate effect on percentages due to small numbers of staff.
- 6.17. Analysis by Gender
- 6.18. The council's gender profile at 31 March 2020 is shown in Table 6a and shows that 46.5% of the workforce is female (46.2% in 2018-19).
- 6.19. The target for the top 10% of high earners was 50% for females. The actual total was 41.94 or 13 of the 31 most senior posts are held by females. (43.83% and 14 of 32 in 2018-19)
- 6.20. The Council uses the National Joint Council (NJC) Job Evaluation Scheme to ensure equality of pay between sexes.
- 6.21. The analysis of female post-holders within the Council's grading structure demonstrates the Council is better at employing women in higher grade posts than manual lower grade posts.

Table 7: for comparison 2018-19 figures are in brackets

SEX	Total no of employees	% of employees
FEMALE	146 (146)	46.5% (46.2%)
MALE	168 (171)	53.5% (53.8%)
Total	314 (317))	100.00%

Table 7a: Percent of Female Workforce by Grade
for comparison 2018-19 figures are in brackets

GRADE	Total no of female employees	% of female employees
Scale 6 / Band 5 and below	48 (47)	32.88% (32.19%)
SO1 to MG1	81 (81)	55.48% (55.48%)
MG2 - MG3	13 (13)	8.9% (8.9%)
MG4	*	% (%)
Director / Head of Paid Service	*	% (%)
Total	146 (142)	100%

6.22. Analysis by Religion

The religious beliefs of Council Employees at 31 March 2020:

Table 8: this data has not been captured before

Religion	Total no of Employees	% of employees
Christian	26	8.28%
Hindu	*	% (%)
Jewish	*	% (%)
Other	*	% (%)
None	42	13.38%
Not Stated	238	75.80%
Total	314 (317)	100.00%

6.23. Sexual Orientation

The breakdown of staff sexual orientation is show in Table 8. It is noted that the majority of employees (62.42%) have not completed this section of the Equality Monitoring form. We therefore need to work with employees to increase the collation of this data, to help inform our practice. As noted in 3.3 above, we continue to make efforts to address this by on-going requests and reminders to our employees to update their records and the importance of providing the information. The most recent request was in April 2020. HR Business Partners also regularly raise the matter with managers in management meetings to urge their employees to complete the on-line form.

6.24. We currently promote access to the County-wide LGBT network, advertising events on the Intranet. More collaborative work is planned.

Table 8: for comparison 2018-19 figures are in brackets

SEXUAL ORIENTATION	Total no of employees	% of employees
GAY	* (*)	% (%)
HETEROSEXUAL	108 (82)	34.39% (25.87%)
NOT STATED	196 (228)	62.1% (71.92%)
Prefer not to say	* (*)	% (%)
Bisexual	* (*)	% (%)
TOTAL	314 (317)	100.00%

7. Training

- 7.1. The council has a strong commitment to developing staff within the resources available and the training budget for 2019/20 was £87,000. The Training team responsible for training delivery also provides training support for Watford Borough Council.
- 7.2. 114 days of training were provided to staff (this equates to the number of people attending specific courses). For example 10 people attending a half day training course = 5 days of training delivered.

8. Recruitment

- 8.1. The Council operates fair recruitment practices, ensuring equality of opportunity in employment. The following measures are in place:

- All the Council's vacancies are advertised in relevant on line publications and on the council's web site. A positive statement about the Council's commitment to equalities appears in all job adverts.
- All the Council's jobs have an up to date job description that identifies the range of essential criteria necessary to undertake the role
- All jobs are evaluated by an analytical job evaluation scheme, which ensures they are graded relative to all other jobs within the Council.
- Selection is made on merit and is on the basis of meeting the essential requirements of the job. This is assessed by a panel who conduct shortlisting and the selection interviews, relevant exercises and assessment centres.
- If the Council engages temporary workers via a recruitment agency, the agency is required to comply with the Council's equalities requirements. The Council operates in accordance with the requirements of the Agency Workers Regulations and the majority of temporary assignments are made via our vendor neutral supplier, Comensura.
- All new employees undergo an induction programme where they are informed of their responsibilities under the Council's 'Code of Conduct' and Disciplinary Policy.
- If an external job applicant believed that their application had not been considered fairly, they may register their dissatisfaction using the Council's corporate complaints procedure.
- The council is accredited with the 'Disability Confident' (Level 1) employer scheme for employment practices to support those with a disability in the work place and plan to work towards obtaining Level 2 during the coming year.
- The Council encourages applications from applicants in the protected characteristics groups, where these groups are under-represented.
- The Council sets equalities targets and reviews them on an annual basis.

8.2. Job Applicants

- 8.3. During 2019-2020, 44 roles were advertised (31 in 2018-19).

- 8.4. 45.04% of applicants who submitted an Equality Monitoring Form were from the BAME population (40.80% in 2018-19).

Table 9 – Ethnicity of Job applicants - for comparison 2018-19 figures are in brackets

Ethnicity	Number of applicants	% of application
White – British	442 (191)	52.25% (58.59%)
White – Irish	* (*)	*% (*%)
White – Other	89 (29)	10.52% (7.90%)
Black - Caribbean	* (*)	*% (*%)
Black - African	21 (13)	2.48% (3.95%)
Black - Other	70 (18)	8.27% (5.52%)
Mixed Ethnic group	34 (14)	4.02% (4.29%)
Asian - Indian	45 (16)	5.32% (4.91%)
Asian – Bangladeshi	* (*)	*% (*%)
Asian – Pakistani	* (*)	*% (*%)
Asian - Other	96 (30)	11.35% (9.20%)
Any Other Ethnic Background	* (*)	*% (*%)
Prefer not to say)	16 (2)	1.89% (0.61%)
Total	846 (326)	100%

Table 9a for comparison 2018-19 figures are in brackets

BAME	No of applications	% of applications
BAME	381 (103)	45.04% (40.80%)
Non-BAME	447 (191)	52.84% (58.59%)
No EO Form / PREFER NOT TO SAY	18 (2)	2.12% (0.61%)
Total	846 (326)	100.00%

8.5. Table 11 displays the other protected characteristic statistics from the equal opportunities data received.

Table 10: Other protected characteristics - for comparison 2018-19 figures are in brackets

Age	No of applications	% of applications
16 - 24	180 (90)	21.28% (27.60%)
25 - 34	238 (81)	28.13% (24.85%)
35 - 44	178 (66)	21.04% (20.24%)
45 - 54	161 (44)	19.03% (13.50%)
55 - 64	(35)	9.34% (10.73%)
65+	* (*)	*% (*%)
PREFER NOT TO SAY	* (*)	*% (*%)
Total	846 (326)	100.00%
Disability	No of applications	% of applications
Yes	42 (21)	4.96% (6.44%)
No	784 (290)	92.67% (88.96%)
PREFER NOT TO SAY	20 (15)	2.36% (4.60%)
Total	846 (326)	100%
Religion	No of applications	% of applications
Christian	310 (86)	36.64% (26.38%)

Muslim	59 (21)	6.97% (6.44%)
Hindu	61 (20)	7.21% (6.13%)
Jewish	* (*)	*% (*%)
None	91 (153)	10.76% (46.93%)
Other religion	161 (34)	19.03% (10.43%)
Buddhist	* (*)	*% (*%)
Sikh	12 (5)	1.42% (1.54%)
Prefer not to say	143 (0)	16.90% (0)
Total	846 (326)	100.00%
Sex	No of applications	% of applications
Female	498 (157)	58.87% (48.16%)
Male	339 (169)	40.07% (51.84%)
PREFER NOT TO SAY	* (*)	*% (*%)
Total	846 (326)	100.00%
Sexual Orientation	No of applications	% of applications
Bisexual	22 (6)	2.06% (1.84%)
Gay Man	* (*)	*% (*%)
Gay Woman	* (*)	*% (*%)
Heterosexual	766 (302)	90.54% (92.64%)
PREFER NOT TO SAY	42 (9)	4.96% (2.76%)
Other	* (*)	*% (*%)
Total	846 (326)	100.00%

- 8.6. 4.96% of applications received in 2019-20 (6.44% in 2018-19) were from people with a declared disability.

9. The Way Forward

- 9.1 The Council is fully committed to equalities and performing strongly as an employer of choice in representing staff with all protected characteristics at all levels in the organisation.
- 9.2 In an effort to improve representation in our workforce for those who have a disability the Council will continue to participate in the Disability Confident Scheme.
- 9.3 We have arranged for an advert promoting the Council as an employer of choice to be published in a disability related publication and will continue to do similar activities going forward.
- 9.4 An Employee Development Strategy incorporating succession planning and talent management has been developed, in part to ensure we are forward planning to address the aging workforce profile we currently have, to avoid a potential exodus of key knowledge and skills which might impact on corporate and service delivery. We will continue to review our strategy and ensure corporate training needs are revised annually to reflect the organisation's needs.
- 9.5 The Council will seek to encourage younger people to join the organisation, by building on the existing apprenticeship schemes and work experience placements offered - including a scheme working closely with local schools. We will further explore the potential of providing a graduate scheme at the Council, subject to available funding.

Service Information

Equality Impact Assessments

Equality Impact Assessments and Relevance Tests are published in all relevant reports to Council committees. In addition, once a year, the Council collates all impact assessment work it has undertaken and publishes it on its website. For work undertaken up to the end of March 2019 this can be found at:

<https://www.threerivers.gov.uk/egcl-page/equality-impact-assessments>

This will be updated to reflect work undertaken in the current financial year at the end of March 2021.

Equality Relevance of Council Services

The Council has assessed the relevance of its key functions to equality. In doing this we have asked services to identify specific issues of relevance to their services. We recognise at a corporate level that language access, disability access, literacy, and responding to customer need are relevant to all services. Therefore services have only identified relevant characteristics where they have clear evidence of different needs for service users of their service. For example, for our refuse and recycling service, the assisted collection scheme we offer to disabled residents and elderly residents demonstrates a clear relevance to disability and age.

Where we have identified relevant characteristics for a service or function, we will seek to collect and analyse data to ensure we are able to assess the effectiveness of our services. For details of current information on customer access and feedback see the next section.

The following table summarises the relevant characteristics of our services and functions:

Service / Function	Relevant Characteristics
Abandoned vehicles – speedily removing abandoned vehicles	None
Accountancy – Council budget setting and monitoring, and treasury services.	None
Anti-social behaviour – working with other agencies to reduce anti-social behaviour	<input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Sexual Orientation <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Gender reassignment
Cemeteries	<input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Religion
Clinical waste – safely disposing of clinical waste	<input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Disability
Commercial waste – minimising waste and maximising recycling from businesses	None
Communications – telling customers about Council services	<input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Age – alternative format for Council magazine <input checked="" type="checkbox"/> Disability – alternative format for Council magazine
Community Consultation – supporting the council services to consult with all sections of the local community	<input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Sexual Orientation <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Sex <input checked="" type="checkbox"/> Religion <input checked="" type="checkbox"/> Gender reassignment <input checked="" type="checkbox"/> Marriage / civil partnership

Service / Function	Relevant Characteristics
	<input checked="" type="checkbox"/> Maternity / pregnancy
Community Grants – supporting local voluntary groups	<input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Sexual Orientation <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Sex <input checked="" type="checkbox"/> Religion <input checked="" type="checkbox"/> Gender reassignment <input checked="" type="checkbox"/> Marriage / civil partnership <input checked="" type="checkbox"/> Maternity / pregnancy
Community leisure development – play, active communities, sports, arts, training, health courses and activities	<input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Sex <input checked="" type="checkbox"/> Maternity / pregnancy
Community Planning – working with others to achieve the aims of the community strategy	<input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Sexual Orientation <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Sex <input checked="" type="checkbox"/> Religion <input checked="" type="checkbox"/> Gender reassignment <input checked="" type="checkbox"/> Marriage / civil partnership <input checked="" type="checkbox"/> Maternity / pregnancy
Community safety and crime reduction – working with others to reduce crime	<input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Sexual Orientation <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Sex <input checked="" type="checkbox"/> Religion <input checked="" type="checkbox"/> Gender reassignment
Community toilets – providing alternative public toilet facilities via partners	<input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Sex <input checked="" type="checkbox"/> Religion
Corporate Complaints	None
Council Meetings – administrating the meetings of the council	<input checked="" type="checkbox"/> Disability
Customer service centre – first point of contact when telephoning the council, reception and the one stop shop	<input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Disability
Development Management – provision of general planning advice, dealing with planning applications and appeals, discharging planning conditions and dealing with unauthorised development.	None
Economic and Sustainable Develop - preparation and production of the local development framework and planning documents to manage the development in the District. Developing initiatives to reduce energy consumption and impact on the environment	<input checked="" type="checkbox"/> Race – Gypsies & Travellers – allocation of sites in Local Development Framework <input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Other – low income households – Affordable Housing Policies in Local Development Framework and Supplementary Planning Document
Elections – running elections	<input checked="" type="checkbox"/> Disability

Service / Function	Relevant Characteristics
Emergency Planning – ensuring the Council is prepared to respond to unforeseen events.	<input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Disability
Environmental Health – food control, health and safety inspections, air quality control, contaminated land, licensing, housing grants, animal control, pest control, nuisances, drainage	<input checked="" type="checkbox"/> Disability – for the provision of disabled facilities grants only.
Environmental maintenance keeping streets and open spaces clean	None
Equality and diversity – supporting the council services to meet the needs of all customers	<input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Sexual Orientation <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Sex <input checked="" type="checkbox"/> Religion <input checked="" type="checkbox"/> Gender reassignment <input checked="" type="checkbox"/> Marriage / civil partnership <input checked="" type="checkbox"/> Maternity / pregnancy
Garages	None
Grounds maintenance – maintaining parks, playing fields and open spaces	None
Hate crime incident reporting – working to improve public confidence in and handling of hate crimes	<input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Sexual orientation <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Sex <input checked="" type="checkbox"/> Religion <input checked="" type="checkbox"/> Gender reassignment
Housing advice and homelessness – advising people about housing issues and helping people who are homeless.	<input checked="" type="checkbox"/> Maternity / Pregnancy
Housing and Council Tax Benefits – providing financial help for those in need	<input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Marriage / civil partnership
Housing applications and allocations – helping people find a decent home	<input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Age
Housing development - working to ensure new housing developments meet the needs of the community	<input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Maternity / pregnancy
Housing Policy – setting the strategy for the provision of housing services	<input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Maternity / Pregnancy
Human Resources – administering employment procedures and providing training to staff	<input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Sexual Orientation <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Sex <input checked="" type="checkbox"/> Religion <input checked="" type="checkbox"/> Gender reassignment <input checked="" type="checkbox"/> Maternity / pregnancy

Service / Function	Relevant Characteristics
Information communications technology – providing technological support to council services	None
Legal – advising the council on legal matters	None
Leisure venues contract management – Sir James Altham, South Oxhey, William Penn and Golf Courses.	<input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Sexual Orientation <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Sex <input checked="" type="checkbox"/> Religion <input checked="" type="checkbox"/> Gender reassignment <input checked="" type="checkbox"/> Maternity / pregnancy
Local land charges street naming and numbering – local searches and maintenance of statutory register.	None
Park and open space management – managing parks and open spaces to promote access, improve biodiversity and involve the local community	<input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Sexual orientation <input checked="" type="checkbox"/> Disability
Performance – monitoring performance against the strategic themes and objectives of the council	<input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Sexual Orientation <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Sex <input checked="" type="checkbox"/> Religion <input checked="" type="checkbox"/> Gender reassignment <input checked="" type="checkbox"/> Maternity / pregnancy
Revenues – collection and administration of council tax and national non-domestic rates. Recovery of sundry debts and housing benefit over payments	<input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Race
Statutory protection of trees and landscape – tree preservation orders and consultation on landscape aspects of development applications.	None
Support services – internal services including security, post, printing, cleaning and caretaking.	None
Surveyors – building surveying, contract management and project procurement.	None
Valuers – negotiation of commercial leases and rent reviews, sales and purchases of land, compulsory purchase and compensation, rating, management of shops and land records.	None
Waste and recycling collection – minimising waste and maximising recycling	<input checked="" type="checkbox"/> Age – assisted collection scheme <input checked="" type="checkbox"/> Disability – assisted collection scheme
Watersmeet – hire facilities for local and national companies, professional and amateur theatre.	<input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Disability
Website – working to provide information and services online	<input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Disability

Customer Information and Feedback

The following section provides information on customer profile and feedback for our services for which we have identified equalities relevance. Where we have additional data this is also provided. Where numbers referred to are less than 10 this is replaced by * in line with national guidance. Where the information is available already on our website a link is provided.

Anti-social behaviour – working with other agencies to reduce anti-social behaviour

The Council has changed its database system for anti-social behaviour casework management to one shared with the Police and other partner agencies. It is currently negotiating the incorporation of equality monitoring into this database.

Cemeteries

The Council provides a rapid interment service for Muslim burials. The Council holds customer focus groups taking account of religion and race in terms of represented groups. Toilets at our cemetery have been renovated to be disabled accessible and disabled parking bays have been installed.

Clinical waste – safely disposing of clinical waste

This service predominantly targets residents who are elderly and/or disabled.

Communications – informing customers about Council services

The Council provides a prayer room and respects diverse faith celebrations ranging from Diwali to Chanukah.

The Council continues to provide its key documents in alternative formats. Residents can use on-line translation services for other language needs.

The Council's websites are accessible by the visually impaired. The main website was assessed by the Society of IT Manager (SOCITM) for usability and is W3C standards compliant.

All Council news releases are published on the corporate website and emailed to all residents associations in the area.

The Council has increased the use of its website and social media. All news is published on the website and also goes out to key media contacts, Parish Councils and other influencers.

The Council publishes a district guide: Three Rivers Guide, last published in 2006, will be published in early 2020 to include current information about the district and an updated, user-friendly map highlighting points of interest.

The Council hosted a Business Forum inviting businesses from across the district to attend. It will continue to host these on a yearly basis to build firmer relationships and exchange/gather/address views.

Staff are provided with periodic training workshops and staff newsletters articles on the Council's corporate style guidelines which includes guidance on the use of plain English.

The Council's staff newsletter celebrated success stories and feedback received from the public, councillors and senior management.

The Council holds a Pensioners' Forum three times a year with transport support for attendance and holds a Youth Council made up of local school children.

The Council has continued to make use of electronic based messaging and communications, targeting the different age groups, including those likely to be used by younger people.

The Council runs a public convenience at Watersmeet and the [Aquadrome](#) in Rickmansworth. It also incentivises local organisations to volunteer to allow the public to use their facilities during their normal opening hours, currently nine round the District.

The Council has 40 noticeboards that are very popular and regularly used by the community to display various events running across the district and in neighboring councils.

The Council advertises diverse community events on its website and via social media.

The Council makes every effort to ensure its photography includes a diverse audience to depict its district.

During the Covid19 pandemic the council has sought to continue as many of its services as it has been possible to do. Many service have been provided virtually, on-line and by telephone. This has allowed us to keep our offices closed for the safety of customers and staff.

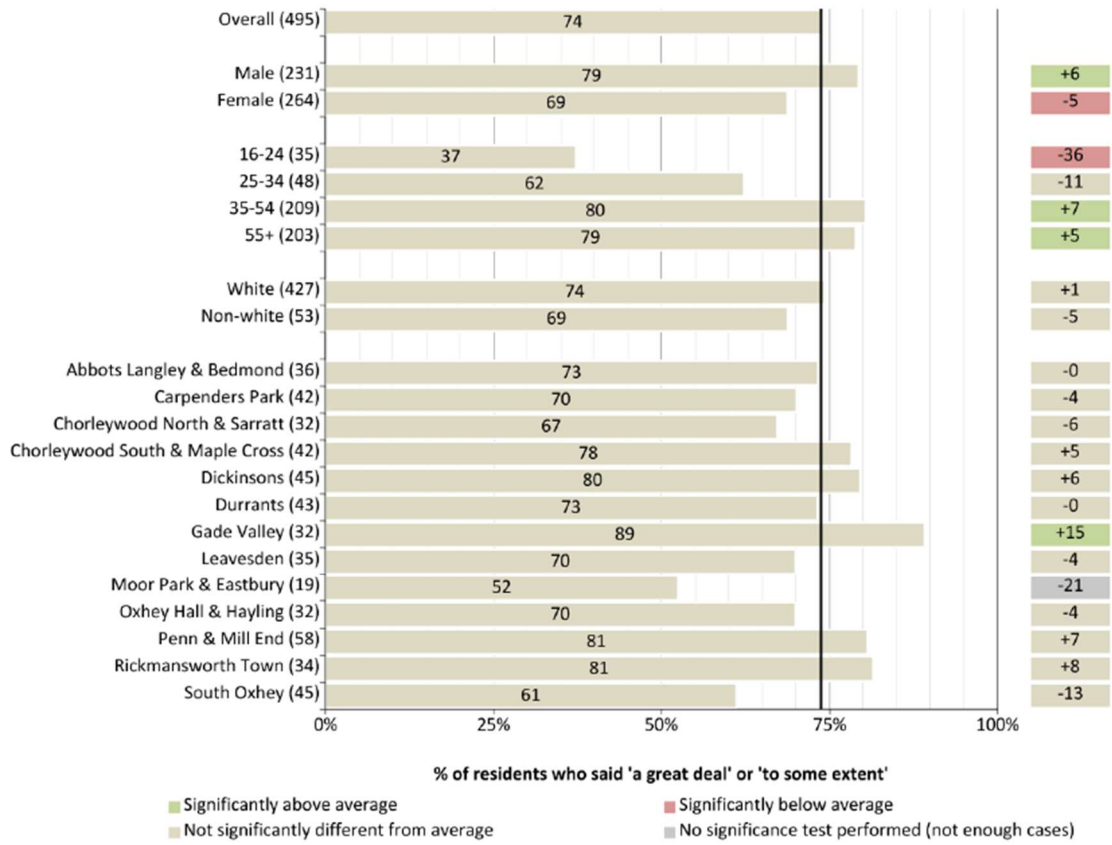
The following tables show customer feedback data on the extent to which local residents feel about public services provided by Three Rivers District Council

Source: Three Rivers District Council Omnibus 2019/20

Statistically non-white people feel less informed about local public services than white people. Residents in Moor Park and Eastbury ward feel least informed, and residents in Gade Valley are shown to feel the most informed.

Figure: To what extent, if at all, do you know what services Three Rivers District Council provides in your local area?

Base: All residents (Number of residents shown in brackets)



Community Consultation – supporting the council services to consult with all sections of the local community

The Three Rivers Omnibus Survey is undertaken by telephone survey over 3 waves during the year. The full report on the results for 2019/20 is published at:
<https://www.threerivers.gov.uk/egcl-page/consultation-results>

Methodology

A representative sample of 500 Three Rivers residents were telephone interviewed between June 2019 and February 2020.

Profile

Details of the profile of the **2019/20 Omnibus survey sample** are provided in the following data tabulations charts

Table 1: Gender – All Respondents (Note: Figures may not sum due to rounding)

Gender	Unweighted Count	Unweighted Valid %	Weighted Valid %
Male	235	47	47
Female	266	53	53
Not known	-	-	-
Total	501	100	100

Table 2: Age – All Respondents (Note: Figures may not sum due to rounding)

Age	Unweighted Count	Unweighted Valid %	Weighted Valid %
16-24	35	7	9
25-34	50	10	12
35-54	211	42	41
55+	205	41	37
Not known	-	-	-
Total	501	100	100

Table 3: Ethnic Group – All Respondents (Note: Figures may not sum due to rounding)

Ethnic Group	Unweighted Count	Unweighted Valid %	Weighted Valid %
White	431	89	88
Non-white	55	11	12
Not Known	15	-	-
Total	501	100	100

Table 4: Working Status – All Respondents (Note: Figures may not sum due to rounding)

Working Status	Unweighted Count	Unweighted Valid %	Weighted Valid %
Working	309	62	62
Retired	127	25	21
Otherwise not working	65	13	17
Not Known	-	-	-
Total	501	100	100

Community leisure development – play, active communities, sports, arts, training, health courses and activities

For the period 1 December 2019 – 31 October 2020

Active Development Programme Equalities Data December 2019 – March 2020

This programme includes: Get Set, Get Active Parks, and the Older Adult Activities such as Tai Chi, Love to Dance, Nordic Walking, Yoga, Over 50s Keep Fit

Gender	Male	Female	Prefer not say	Not provided
Total	53	148	-	23

Age range	Under 16	16-24	25-34	35-44	45-54	55-64	65-74	≥ 75	Did Not disclose
Total	-	-	*	*	*	39	31	26	-

Ethnicity	White - English/ Welsh/ Scottish/ Irish/Other	Mixed - White and Black Caribbean/ African/ Asian/Other	Asian - Indian/ Pakistani/ Bangladeshi / Other	Black - Caribbean/ African/ Other	Chinese – Chinese/ Other	Prefer not to say	Not provided
Total	103	*	*	*	*	-	-

Disability/ Long term health condition	Yes	No	Not provided
Total	41	93	-

Adult activities

The Council provided a range of targeted leisure activities for adults and older people.

Activity	Attendances
Tea dances (Active Communities)	- (No longer running)
Be Creative Textiles and Mixed Media (Community Arts)	176
Making It Mini' Family Arts on Prescription (Community Arts)	- (Not run due to Covid)
Making It' Arts on Prescription Abbots Langley, Rickmansworth/Zoom and Abbots Langley (Community Arts)	128 (75 were online attendances due to Covid)

Skate Park Programme Equalities Data December 2019 – November 2020 (No skate camps ran during this period).

Activity	Attendances
Artistsmeet workshops (adult)	32
Artistsmeet workshops (child)	17

Activity	Attendances
Youthy	348

**Park Ranger Activities: Leavesden Country Park
Friends of LCP, East Lane Cemetery Volunteers and other volunteers.**

	Gender	
	Male	Female
Total	113	64

Ethnicity

	White - English/ Welsh/ Scottish/ Irish/Other	Mixed - White and Black Caribbean/ African/ Asian/Other	Asian - Indian/ Pakistani/ Bangladeshi/ Other	Black - Caribbean/ African/ Other	Chinese – Chinese/ Other	Prefer not to say
Total	176	*	*	*	*	*

Age range

	16-24	25-34	35-44	45-54	55-64	65-74	>75
Total	25	55	21	0	20	44	17

Disability

	Yes	No
Total	*	20

Activities in the Park

Activities between 1 Dec – 31 Oct 2020	Attendance	
	Adult	Child
Total	2464	1624

Play Rangers

Total attendances from 1 December 2019 – 31 October 2020

Breakdown of attendances from 1 December 2019 – 31 October 2020

Session Area	Attendances
Abbots Langley and Leavesden	31
Mill End / Maple Cross	46
South Oxhey and Carpenders Park	104
Croxley Green, Rickmansworth and Chorleywood	121
Total	302

Registered to service: 27 children registered with the Play Rangers since December 2019 – 1303 on upshot

Session Area	Children registered since Dec19
Abbots Langley and Leavesden	*
Mill End / Maple Cross	*
South Oxhey and Carpenders Park	*
Croxley Green, Rickmansworth and Chorleywood	15
Multiple locations	*
Did not say	0
Total	27

Ethnicity:

Session Area	Children registered since Dec19
White (e.g. British, Irish, etc.)	22
Mixed (e.g. white & black Caribbean)	*
Asian / Asian British (e.g. Indian, Pakistani etc.)	*
Black / Black British (e.g. Caribbean, African etc.)	-
Chinese	-
Other Ethnic Origin	-
Did not specify	*
Total	27

Disability:

One attendee declared a disability

Playschemes

The Council's holiday playschemes did not run at Easter due to Covid. There were 209 individual attendees in summer 2020. These attended the schemes a total of 1485 times. The profile of these children is shown below:

Age	Easter	Summer	Total	Percentage
5	-	19	19	9.09
6	-	43	43	20.57
7	-	42	42	20.1
8	-	32	32	15.31
9	-	32	32	15.31
10	-	35	35	16.75
11	-	*	*	*
Total	0	209	209	100

Gender	Easter	Summer	Total	Percentage
Boys	-	143	143	68.42%
Girls	-	66	66	31.58%
Did not say	-	-	-	-
Total	0	209	209	100%

Ethnicity	Easter	Summer	Total	Percentage
White British/ Welsh/ Scottish/Northern Irish	-	150	150	150
Irish	-	0	0	0
Gypsy or Irish Traveller	-	0	0	0
Any other white background	-	*	*	*
Black or black British	-	0	0	0
White and black Caribbean	-	*	*	*
White and Black African	-	*	*	*
White and Asian	-	11	11	11
Any other mixed / multiple Ethnic background	-	*	*	*
Indian	-	22	22	22
Pakistani	-	*	*	*
Bangladeshi	-	0	0	0
Chinese	-	0	0	0
Any other Asian Background	-	0	0	0
African	-	*	*	*
Caribbean	-	*	*	*
Any other black, African or Caribbean Background	-	0	0	0
Arab	-	0	0	0
Any other ethnic group	-	0	0	0
Do not want to say	-	*	*	*
N/A	-	*	*	*
Total	0	209	209	100

Number of children with additional needs (stating that they have an additional need)	
Easter	0
Summer	14

Attendances of children on the Referral Scheme (including partner agencies):

Attendances of children on the referral scheme (including partner agencies)	177
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Play Area Consultations

Survey Monkey	Gender		
The Swillett Cycle Track, Eastbury Outdoor Gym (Rickmansworth Aquadrome Play Space is permitted development therefore no consultation)	Male	Female	Prefer not to say/choose my own term
TOTAL	66	145	0

Sports development equalities data for December 2019 - March 2020 (no activities delivered from March-November 2020)

Back to Netball Chorleywood

	Gender	
	Male	Female
TOTAL	-	32

	Ethnicity					
	White - English/ Welsh/ Scottish/ Irish/Other	Mixed - White and Black Caribbean/ African/ Asian/Other	Asian - Indian/ Pakistani/ Bangladeshi/ Other	Black - Caribbean /African/ Other	Chinese – Chinese/ Other	Prefer not to say
TOTAL	27	-	*	-	*	*

	Age range							
	16-24	25-34	35-44	45-54	55-64	65-74	≥ 75	Not given
TOTAL	-	*	*	*	*	*	-	*

	Disability	
	Yes	No
TOTAL	*	30

Netball Now Rickmansworth

	Gender	
	Male	Female
TOTAL	-	29

	Ethnicity					
	White - English/ Welsh/ Scottish/ Irish/Other	Mixed - White and Black Caribbean/ African/ Asian/Other	Asian - Indian/ Pakistani/ Bangladeshi/ Other	Black - Caribbean /African/ Other	Chinese - Chinese/ Other	Prefer not to say
TOTAL	25	*	-	-	-	*

	Age range							
	16-24	25-34	35-44	45-54	55-64	65-74	≥ 75	Not given
TOTAL	*	*	*	*	-	-	-	*

	Disability	
	Yes	No
TOTAL	-	29

Walking Netball Rickmansworth

	Gender	
	Male	Female
TOTAL	-	29

	Ethnicity					
	White - English/ Welsh/ Scottish/ Irish/Other	Mixed - White and Black Caribbean/ African/ Asian/Other	Asian - Indian/ Pakistani/ Bangladeshi / Other	Black - Caribbean /African/ Other	Chinese – Chinese/ Other	Prefer not to say
TOTAL	29					

	Age range							
	16-24	25-34	35-44	45-54	55-64	65-74	≥ 75	Not given
TOTAL	-	-	-	*	10	*	*	*

	Disability	
	Yes	No
TOTAL	*	26

Back to Netball Rickmansworth

	Gender	
	Male	Female
TOTAL	-	30

	Ethnicity					
	White - English/ Welsh/ Scottish/ Irish/Other	Mixed - White and Black Caribbean/ African/ Asian/Other	Asian - Indian/ Pakistani/ Bangladeshi / Other	Black - Caribbean /African/ Other	Chinese – Chinese/ Other	Prefer not to say
TOTAL	26	-	*	-	*	-

	Age range							
	16-24	25-34	35-44	45-54	55-64	65-74	≥ 75	Not given
TOTAL	*	*	12	*	-	-	-	*

	Disability	
	Yes	No
TOTAL	*	28

Learn to Run

	Gender	
	Male	Female
TOTAL	*	12

	Ethnicity					
	White - English/ Welsh/ Scottish/ Irish/Other	Mixed - White and Black Caribbean/ African/ Asian/Other	Asian - Indian/ Pakistani/ Bangladeshi / Other	Black - Caribbean /African/ Other	Chinese – Chinese/ Other	Prefer not to say
TOTAL	*	-	*	-	-	*

	Age range							
	16-24	25-34	35-44	45-54	55-64	65-74	≥ 75	Not given
TOTAL			*	*	*	-	-	

	Disability	
	Yes	No
TOTAL		13

Active Watford and Three Rivers

	Gender	
	Male	Female
Total	107	249

Age range	19-24	25-34	35-44	45-54	55-64	65-74	≥ 75
Total	10	28	71	91	88	46	22

Ethnicity	Asian Bangladeshi	Asian Indian	Asian Pakistani	Black / African Carib- bean	Mixed	Other	White Other	White British	White Eastern European
Total	23	20	30	24	*	*	*	234	*

Disability	Visual Impairment	Mild Learning Disability
Total	*	*

Sheltered Housing Scheme Equalities Data December 2019-March 2020

	Gender		
	Male	Female	Other
	9	42	-

Ethnicity	White - English/ Welsh/ Scottish/ Irish/Other	Mixed - White and Black Caribbean/ African/ Asian/Other	Asian - Indian/ Pakistani/ Bangladeshi/ Other	Black - Caribbean/ African/ Other	Chinese – Chinese /Other	Prefer not to say	Did not provide
Total	28	*	-	-	-	-	-

Age range	Under 16	16-24	25-34	35-44	45-54	55-64	65-74	≥ 75	Did Not disclose
Total	-	-	-	-	-	-	*	27	

Disability/ Long term health condition	Yes	No	Not provided
Total	13	15	19

Community safety and crime reduction – working with others to reduce crime

Projects funded by the Community Safety Partnership that provide client services are required to provide equalities monitoring data.

Domestic Abuse

The Community Safety Partnership continued to fund the Domestic Abuse Caseworker Service in 2019/20 from Herts Mind Network. This complements the County-wide Independent Domestic Abuse Service, which works with high risk victims, by providing a support services to standard-medium risk victims. From 1 April 2019 to 31 March 2020, 229 referrals were made to the services. The breakdown of referrals was as follows:

Age	Q1	Q2	Q3	Q4
Under 18	0	0	0	0
18-24	10	*	*	*
25-34	21	16	25	16
35-44	18	15	18	13
45-54	*	*	*	*
55-64	*	*	0	*
65-74	0	*	0	*
75-84	*	0	*	0
85-89	0	0	0	*
90+	0	0	0	0
Not known	*	*	0	*
Rather not say	0	0	0	0
TOTAL	68	51	53	50

Gender	Q1	Q2	Q3	Q4
Male	10	*	*	10
Female	58	45	49	27
Transgender	0	0	0	0
Questioning	0	0	0	0
Not known	0	0	0	13
Rather not say	0	0	0	0
TOTAL	68	51	53	50

Ethnic Group	Q1	Q2	Q3	Q4
White British	37	44	37	28
White Irish	*	0	*	*
White Polish	*	0	0	0
White Italian	0	0	0	0
Any other White	*	0	*	*
Bangladeshi	0	0	0	0
Indian	*	0	*	0
Pakistani	0	*	0	*
Asian British	0	0	*	*
Asian	0	0	0	0
Any other Asian	*	*	*	0
Arab	0	0	0	0
Black British	0	0	*	0
Black African	0	0	0	0
Black Caribbean	0	0	*	0
Any other Black	0	0	0	0
White and Asian	0	0	0	0
White and Black African	0	0	0	0
White & Black Caribbean	0	0	*	*
White and Indian	0	0	0	0
White European	0	*	*	0
Any other Mixed	0	0	*	*
Chinese	*	0	0	0
Traveller/Gypsy	0	0	*	0
Any other ethnic group(s):	*	0	0	0
Other	0	0	*	0
Not known	12	0	0	14
Rather Not Say	*	0	0	*
TOTAL	68	51	53	50

Sexual Orientation	Q1	Q2	Q3	Q4
Heterosexual	56	50	49	35
Homosexual	0	*	0	0
Gay Man	0	0	*	0
Lesbian/Gay Woman	0	0	*	0
Bisexual	*	0	0	0
Not Known	0	0	0	13
Rather Not Say	11	0	*	*
TOTAL	68	51	53	50

Employment Status	Q1	Q2	Q3	Q4
Employed	14	13	13	14
In education	*	0	*	0
Other	*	0	0	*
Rather not say	0	0	*	*
Retired	*	*	*	*
Sick Leave	*	*	*	*
Unemployed	20	15	*	*
Not known	27	19	18	20
Volunteering	0	0	*	*
TOTAL	69	51	53	50
Number of service users who are carers	Q1	Q2	Q3	Q4
Yes	50	45	45	0
No	*	*	*	27
Rather Not Say	0	0	0	0
Not Known	*	0	0	23
TOTAL	68	51	53	50
Number of services users who have a disability	Q1	Q2	Q3	Q4
Mental Health	15	15		*
Physical Health	*	*		*
Learning	*	*		*
None	10	13		23
Not Disclosed	39	20		15
TOTAL	68	51	0	50

Domestic Abuse Service (Prevention) - End of Year 1 (June 2019 - March 2020)

Age	June '19 – March '20
Under 18	0
18-24	*
25-34	*
35-44	*
45-54	*
55-64	*
65-74	0
75-84	0
85-89	0
90+	0
Not known	0
Rather not say	0
TOTAL	15

Gender	June '19 – March '20
Male	13
Female	*
Transgender	0
Questioning	0
Not known	0
Rather not say	0
TOTAL	15

Ethnic Group	June '19 – March '20
White British	11
White Irish	0
White Polish	0
White Italian	0
Any other White	0
Bangladeshi	0
Indian	0
Pakistani	0
Asian British	0
Asian	*
Any other Asian	*
Arab	0
Black British	0
Black African	0
Black Caribbean	0
Any other Black	0
White and Asian	0
White and Black African	0
White and Black Caribbean	0
White and Indian	0
White European	*
Any other Mixed	0
Chinese	0
Traveller/Gypsy	0
Any other ethnic group(s):	0
Other	0
Not known	0
Rather Not Say	0
TOTAL	15

Sexual Orientation	June '19 – March '20
Heterosexual	15
Homosexual	0
Gay Man	0
Lesbian/Gay Woman	0
Bisexual	0
Not Known	0
Rather Not Say	0
TOTAL	15

Employment Status	June 2019 - March 2020
Employed	*
In education	0
Other	0
Rather not say	0
Retired	0
Sick Leave	0
Unemployed	6
Not known	0
Volunteering	0
TOTAL	15

Number of service users who are carers	June 2019 - March 2020
Yes	0
No	15
Rather Not Say	0
Not Known	0
TOTAL	15

Number of services users who have a disability	June 2019 - March 2020
Mental Health	11
Physical Health	*
Learning	0
None	*
Not Disclosed	0
TOTAL	17

Relationship to Victim	June 2019 - March 2020
Partner	*
Married	*
Sibling	0
Child (0-16yrs)	0
Child (17+yrs)	*
Other Relative	0
Ex-Partner/Ex-Husband	*
Unknown	0
TOTAL	15

*Equal Opportunities data relates to those who have had an IA and/or engaged with service

Multi Agency Risk Assessment Conference (Domestic Abuse)

A total of 64 high risk cases were discussed at MARAC from Three Rivers during 2019/20. 25 of these were repeat referrals.

Community Support Service

The Community Safety Partnership has continued to commission a service from Herts Mind Network to support people with mental health and wellbeing needs. During 1 April 2019-31 March 2020 a total of 199 referrals were received by the service. The profile of referrals was as follows:

Age	Q1	Q2	Q3	Q4
Under 18	0	0	0	0
18-20	*	*	*	0
21-29	10	11	9	9
30-39	13	*	*	12
40-49	19	15	13	*
50-59	14	*	*	*
60-69	*	*	*	*
70-79	0	0	0	0
80+	0	0	*	0
Not known	*	*	*	*
Rather not say	0	0	0	0
TOTAL	68	51	39	41

Ethnic Group	Q1	Q2	Q3	Q4
Asian or Asian British - Indian	*	*	0	0
Asian or Asian British - Any Other	0	0	0	*
Black or Black British - Caribbean	*	*	*	0
Blank	10	10	7	10
Mixed - White and Asian	*	*	0	*
Mixed - White and Black Caribbean	*	*	*	0
Other Ethnic Group	*	0	0	0
White - Any Other White Background	*	*	*	0
White - Polish	*	0	0	0
White - White British	46	35	28	28
White - White Irish	*	0	*	*
TOTAL	68	51	39	41

Gender	Q1	Q2	Q3	Q4
Male	16	*	*	*
Female	40	31	26	22

Sexual Orientation	Q1	Q2	Q3	Q4
Heterosexual	50	34	27	27
Homosexual	0	0	0	0

Transgender	*	*	*	*
Questioning	0	0	0	0
Not known	11	11	6	11
Rather not say	0	0	0	0
TOTAL	68	51	39	41

Gay Man	*	*	*	0
Lesbian/Gay Woman	*	*	*	*
Bisexual	*	*	*	0
Not Known	11	11	*	11
Rather Not Say	*	0	0	0
Other	0	*	0	0
TOTAL	68	51	39	41

Religion / belief	Q1	Q2	Q3	Q4
Christian	18	13	12	12
Hindu	*	*	0	0
Buddhist	0	0	0	0
Sikh	0	0	0	0
Atheist	*	*	*	*
Other	*	*	*	*
Humanism	0	0	0	0
Islam	*	*	*	0
Judaism	*	*	0	0
Agnosticism	*	0	0	0
No religion or belief	25	19	15	16
Not known	11	10	*	11
Rather not say	*	0	0	0
TOTAL	68	51	39	41

Employment Status	Q1	Q2	Q3	Q4
Employed	*	*	*	*
In education	0	0	0	0
Other	0	*	*	*
Rather not say	*	*	0	0
Retired	0	0	*	0
Sick Leave	*	*	*	*
Unemployed	42	30	24	20
Not known	10	10	*	12
Volunteering	0	0	0	0
TOTAL	68	51	39	41

Number of services users who have a disability	Q1	Q2	Q3	Q4
Mental Health	44	32	21	19
Physical Impairment	18	13	10	*
Sensory Impairment	*	*	0	0
Learning	*	*	*	*
Other Health Condition	*	*	*	*
None	*	17	15	19
Rather Not Say	0	0	0	*
TOTAL	85	70	50	53

Have you experienced hate crime? (asked during IA/Reported Annually)	2018/19	2019/20
Yes	30	*
No	66	26
Did Not Say/Unknown	33	46
TOTAL	129	80

Anti-Social Behaviour

The Community Safety Partnership's Anti-Social Behaviour Action Group dealt with 230 cases during 2018/19.

The Council captures equalities data from ASB customers when undertaking satisfaction surveys. The profile of clients who returned satisfaction surveys in 2019 was as follows:

Gender:

66% were male, 33% did not respond to this question

Ethnicity:

66% were white UK

33% were white European

Disability

66% were disabled

Age:

66% were aged 60-74 years

33% were aged 75 years and over

Sexual Orientation

66% were heterosexual

33% did not respond to this question.

Hate Crime

A total of 85 hate crime incidents were reported in Three Rivers between 1 April 2020 to 16 December 2020, 32 more than the same time frame the year previously. A breakdown of this data is available for incidents reported, which showed that of the 85 reported incidents in that period 73 were racially motivated, * were religious motivated, * were sexual orientation motivated, * were transphobically motivated, and * were disability motivated.

Racial hate incidents increased from 47 the previous year to 73.

Families First

During 2019 there were a total of 80 family first assessments completed in Three Rivers, which included 189 children. These were families accessing early help services. The most prevalent presenting needs were Mental Health and emotional wellbeing (91%), relationships/domestic abuse (73%), and children in need of help (74%). 48% had out of work as a presenting need.

Child Protection

During 2018 a total of 328 child protection referrals were made in Three Rivers. 305 of these resulted in children and family assessments. 21 Children were on a child protection plan during the year and 30 children were looked after.

Citizens Advice Service

During 2019/20 the Citizens Advice Service in Three Rivers helped 7803 clients with 17942 enquiries. The profile of clients seen by the Citizens Advice Service in Three Rivers was:

Male: 42%, Female: 58%

Transgender: *%

Physical/mental disability: 44%

Citizens Advice Service Customer analysis 2019-20

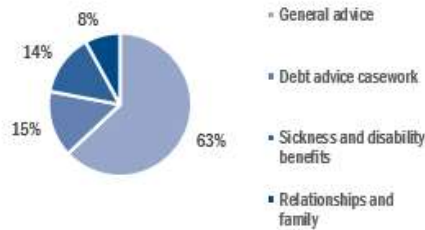
Headline Statistics:

Clients: 7,803
Issues: 17,942

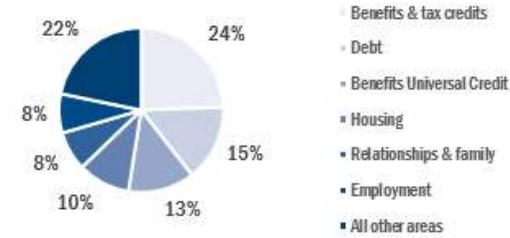
Top 3 Advice Categories:

Benefits & Tax Credits
Debt
Benefits - Universal Credit

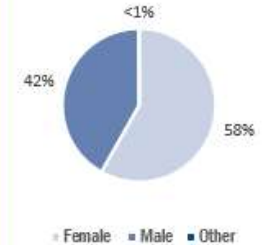
Top 4 advice issues



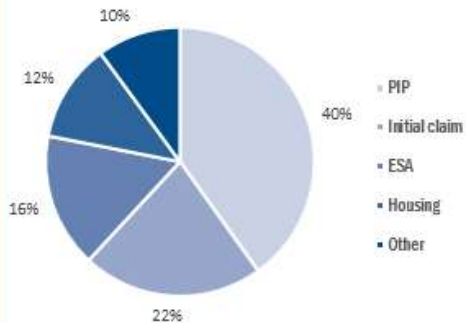
Advice issues by category



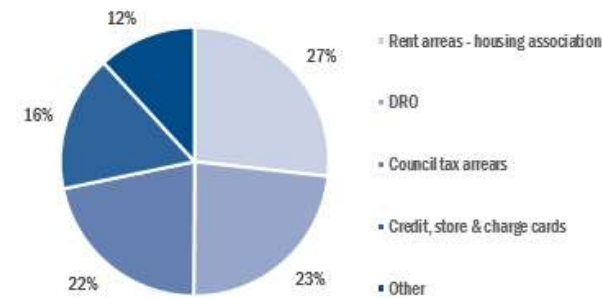
Gender of clients



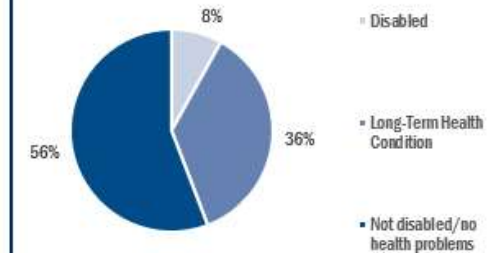
Top 5 benefit issues



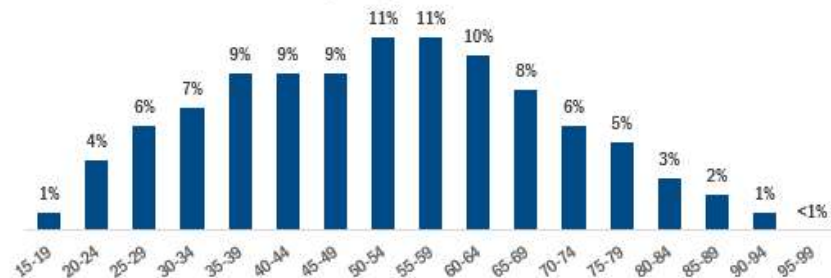
Top 5 debt issues



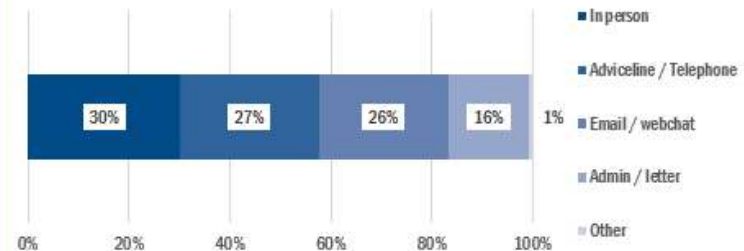
Disability



Age range of clients



Advice access



Public Perception of Safety

Source: Three Rivers District Council Omnibus 2019/20

Figure: To what extent do you feel that public services are responding to crime and anti-social behaviour in your local area?

Public perception of services responding to crime and anti-social behaviour is high, with the greatest statistical approval ratings among 16-24 year olds across the District, and residents in Chorleywood North & Sarratt and Dickinsons Wards.

Base: All residents (Number of residents shown in brackets)

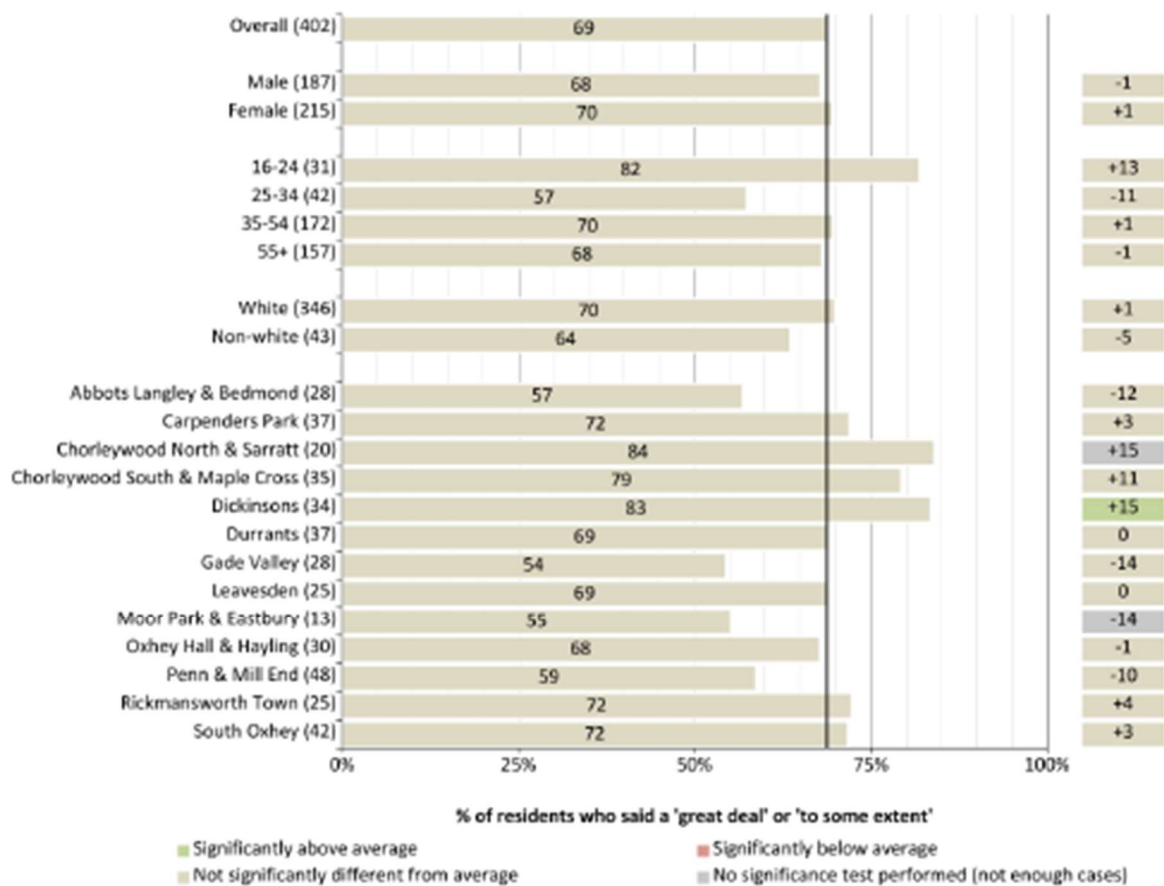
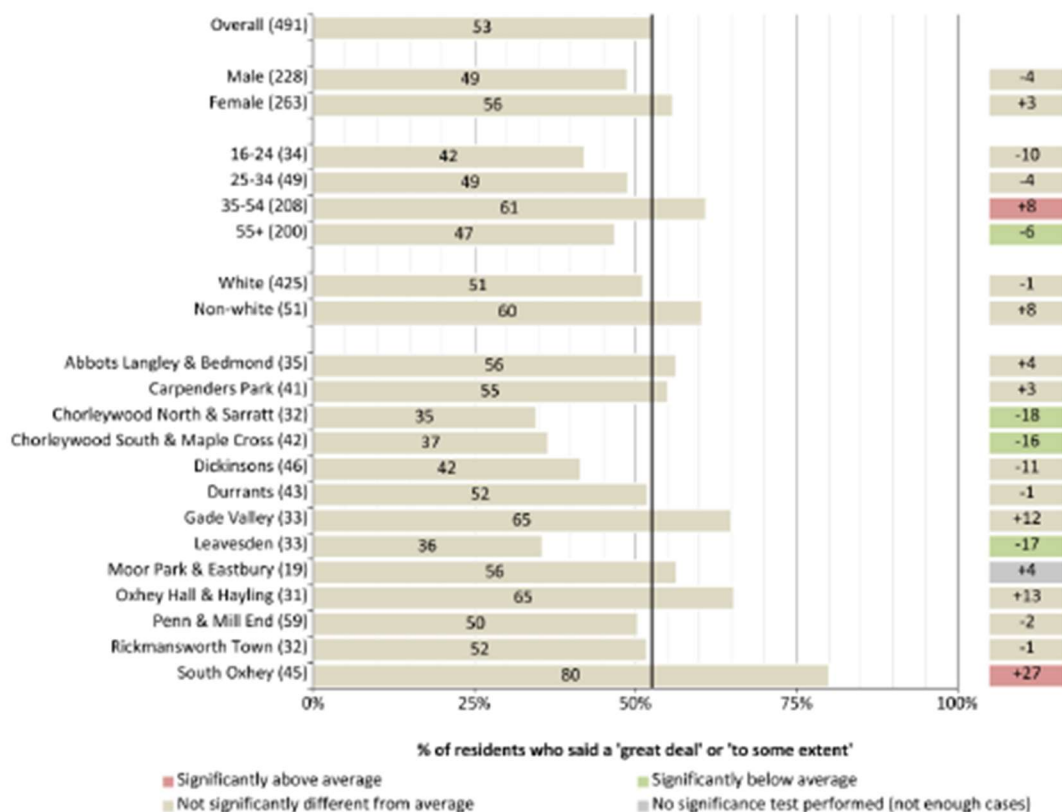


Figure: To what extent do you feel that crime is a problem in your local area? (Grouped responses)

Perceptions of crime being a problem in local areas is statistically different than the perception of 'responding to crime', shown in the previous figure. In particular, older respondents and female respondents are more likely to feel crime is a problem.

Base: All residents (Number of residents shown in brackets)



Community toilets – providing alternative public toilet facilities via partners

All of the community toilets offered must be compliant with disabled access requirements. We do not profile the users of the toilets. Details of the scheme and its standards are at: <https://www.threerivers.gov.uk/service/toilets>

Council Meetings – administrating the meetings of the council

Emergency evacuation procedures were read out at the start of all public meetings by the Council when held in the Council offices but since April 2020 all meetings have been held virtually/remotely under The Regulations “The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020”(April 2020)

This included specific detail for disabled participants. Large print versions of Council agendas can still be requested in advance by email to Committeeteam@threerivers.gov.uk. These used to be printed off as a matter of course but with few public **physically** attending the majority of meetings they were felt to be a wasted resource. Also we have moved to paperless meetings as a policy of the Council. All Council agendas are published on our website at: <https://www.threerivers.gov.uk/listing/council-meetings> - this allows full access to software for disabled residents, and links into our offer of translation services. “With the introduction of the new

Regulations in April 2020 all meetings are now held virtually/remotely and have to be livestreamed under the Regulations. This allows for members of the public to view and listen to all the Part I business of the meetings at all times.

At all the public meetings whether held virtually/remotely or in the Council offices microphones are used and a hearing loop system is provided if the meeting is held as a physical meeting. Agendas for the meetings are displayed on the presentation screens at the meetings in the Council offices and all the agendas can be viewed during a virtual/remote meeting on the Council meeting agenda page on the website.

Customer service centre – first point of contact when telephoning the council, reception and the one stop shop

The council undertakes a biennial survey of users of its one stop shop and customer service centre. The results of this are analysed by different protected characteristics. These are shown in the tables below:

Source: Three Rivers Customer Service Rolling Telephone Survey January 2018

Table 1: Gender - All Respondents

Note: Figures may not sum due to rounding

Gender	Count	Valid %
Male	49	36
Female	87	64
TOTAL	136	100

Table 2: Age - All Respondents

Note: Figures may not sum due to rounding

Age	Count	Valid %
Aged 16 to 24	2	2
Aged 25 to 34	7	5
Aged 35 to 44	19	15
Aged 45 to 54	32	25
Aged 55 to 59	16	12
Aged 60 to 64	8	6
Aged 65 or over	46	35
Not known	6	-
TOTAL	136	100

Table 3: Ethnic Origin - All Respondents

Note: Figures may not sum due to rounding

Ethnic Group	Count	Valid %
White	113	86
Non-white	18	14
Not known	5	-
TOTAL	136	100

Table 4: Long-standing illness/Disability - All Respondents

Note: Figures may not sum due to rounding

Long-standing illness/Disability	Count	Valid %
Long-standing illness/disability	26	20
No illness/disability	104	80
Not known	6	-
TOTAL	136	100

Development Plans - preparation and production of the local development framework and planning documents to manage the development in the District.

There has not been any new Equalities data collated by the Development Plans teams in the 2019/2020 period. Since July 2017 the following consultations have been undertaken:

Planning Policy General

Issues and Options and Call for Sites consultation: July - September 2017.

Additional Call for Sites consultation: July – August 2018

Potential Sites for Allocation: October – December 2018

Neighbourhood Planning

Croxley Green Neighbourhood Plan Submission (Regulation 16) consultation: April – June 2017.

Conservation Areas

Coppermill Lock Conservation Area Appraisal: January 2017

Equalities monitoring was not undertaken of individual respondents. However many of these plans related to equality related issues such as the redevelopment of an income deprived area of the District (South Oxhey), the delivery of affordable housing and the delivery of sites across the District for Travellers. Details of these consultations can be found at

<https://www.threerivers.gov.uk/egcl-page/planning-policy>

Elections – Equality Report 2020

Eligibility to register and to vote in elections in the district is contained in the Representation of the People Acts.

There are three ways of voting: in person, at a polling station, or by post or by proxy.

All registered voters receive a poll card before the election informing them when to vote and where their polling station is situated. All written communications sent to voters are prescribed in law.

All voters have the right to vote independently and in secret. Anyone registered to vote can do so even in the event of mental or physical incapacity.

All of our polling stations are regularly inspected to check accessibility and changes are made where appropriate. Ramps are provided to access buildings used as polling stations, and there are low level polling booths for wheelchair users. Equalities training is provided to all polling station staff so they can assist and support people who require assistance to vote.

Disabled voters can:

- Ask the person in charge of the polling station (the Presiding Officer), to mark the ballot paper for them, or if they cannot gain access to the polling station the Presiding Officer can take the ballot paper to them outside
- Bring someone to the polling station to help them vote (if an immediate family member over 18, or someone else who is registered to vote)
- Use a plastic device that is fixed onto the ballot paper to help them vote
- See a large-print version of the ballot paper
- If voting by post and unable to provide a consistent signature for identity verification because of disability be granted a waiver.

Results of all elections are published on our website:

<https://www.threerivers.gov.uk/egcl-page/local-elections>

Who can register to vote:

- Nationality
 - A UK citizen
 - A qualifying Commonwealth citizen resident in the UK
 - An EU citizen resident in the UK

- Age
 - Eligible citizens can vote when they are 18. Young people can register when they are 17 years old

The service carries out an annual audit of the electoral register each autumn. Following the delivery of Canvass Communication forms to each residential address, and a reminder form to non-responders (where required), Electoral Canvassers are employed to follow up where households have not returned a completed form. Canvassers make door to door enquiries to encourage people to register to vote and assist people to either complete the form or provide the information to feed back to the service.

NOTE: because of Coronavirus the door to door part of the annual canvass was postponed this year to protect both our staff and residents. In place of electoral canvassers additional processes were put in place to encourage residents to respond including the use of emails and telephone calls where we held that information along with the use of other council records i.e. council tax to produce an accurate and up to date electoral register.

Special registration and voting procedures apply for certain categories of people including:

- Homeless persons with no fixed address
- Service voters – serving in the armed forces
- Anonymous voters – to protect the identity of anyone at risk
- British citizens living overseas
- Prisoners on remand
- Voluntary patients in mental health hospitals

The council undertakes reviews of all 38 polling places every 4 years encouraging feedback from all voters and disability groups in the district. The last review was held in 2019.

The Returning Officer has a duty to meet Electoral Commission Performance Standards on an annual basis. Since they began in 2006 we have been assessed as being well run, and are inclusive for those voters with disabilities.

A revised electoral register is published on 1st December each year.

Statistics for the 1st December 2020 register:

Number of residents registered to vote = 70,116 of which:

Number of residents over 76 years old (ineligible for Jury Service) = 6,301

Number of young people aged 16/17 (eligible to vote on reaching 18th birthday) = 542

Number of EU citizens = 3,218

Number of Armed Services personnel = 72

Number of Crown Servants posted abroad = * (9)

Number of electors voting by post = 9,875

Number of permanent proxy voters = 14

Number of overseas voters = 389

Number of anonymous voters = * (6)

Number of homeless persons = 15

Emergency Planning – ensuring the Council is prepared to respond to unforeseen events.

Each of the designated Reception Centres has disabled/wheelchair access and disabled accessible toilets. Each of the Reception Centre boxes contains a copy of the Red Cross multilingual phrase book and Language Line cards.

Environmental Health –housing grants, nuisances, drainage and Disability Facilities Grants (DFG)

The council has a budget of £500,000 for disabled facilities grants per year. Details of the scheme can be found at: <https://www.threerivers.gov.uk/egcl-page/disabled-facilities-grant>

The number of grants approved between April 2019 and March 2020 was 15.

Housing Advice and Homelessness – advising people about housing issues and helping people who are homeless

Each quarter the Housing Service monitors customers presenting as homeless, focusing on causes of homelessness, age, sex, religion and gender. In the period from 1 April 2019 – 31 March 2020 the Council spoke with 534 households and took 340 homelessness applications.

Of the 340 applications, a total of 36, which is 10.59% of households, were from BAME communities; this excludes white Irish, white other and prefer not to say.

Ethnicity is now a compulsory question on our computer system, Home Connections, but there remains the option for someone to select “prefer not to say” which does equate to 14.12% of the total applications.

Homelessness Applicants by ethnicity for the year ending 31 March 2020			
Ethnic Group	Applicants	Percentage	Ethnic make-up of the District as at 2011
White	256	(Total) 75.29%	(Total) 86.1%
White British	243		
Irish	*		
Other white background	12		
*	*	(Total) 2.65%	(Total) 2.3%
White & Black Caribbean	*		
White & Black African	*		
White & Asian	*		
Other mixed background	*		
Asian or Asian British	*	(Total) 2.06%	(Total) 8.5%
Indian	*		
Pakistani	*		
Bangladeshi	*		
Other Asian background	*		
Black	10	(Total) 2.94%	(Total) 1.8%
Caribbean	*		
African	*		
Other Black background	*		
Chinese or other ethnic group	10	(Total) 2.94%	(Total) 1.3%
Chinese	*		
Other ethnic group	*		
Gypsy or Traveller	0		

Homelessness Applicants by ethnicity for the year ending 31 March 2020			
Prefer not to say	48	14.12%	
Total	340	100%	100%

Housing and Council Tax Benefits – providing financial help for those in need

The Council provides a number of Housing and Council tax benefits calculated on the basis of age and or disability. Details of these can be found on the website at:

<https://www.threerivers.gov.uk/service/housing-benefits>

TRDC HB & CTR claimants by gender	
Male	1604
Female	2777
Total	4381

TRDC HB & CTR claimants by age group	
Under 25	113
25-34	526
35-44	670
45-54	715
55-64	676
65-74	751
75 & over	930
Total	4381

TRDC HB & CTR claimants by employment status	
Employee 30+ hours per week	73
Employee less than 30 hours per week	269
Self employed	38
Full time education	8
Permanently sick or disabled	1228
Total	1616

TRDC HB & CTR claimants by Ethnicity	
<i>We only hold ethnicity information for 1032 customers (24%)</i>	
White British	746
White Irish	19
White Other	62
Mixed White & Black Caribbean	14
Mixed White & Black African	1
Mixed White & Asian	5
Mixed Other	6
Asian/Asian British-Indian	13
Asian/Asian British-Pakistani	5
Asian/Asian British-Bangladeshi	2
Asian/Asian British-Other	22
Black/British Black-Caribbean	7
Black/British Black-African	16
Black/British Black-Other	8
Chinese	2
Any Other	17
Arab	4
Refused to state	83
Total	1032
No record held	3349

Housing Applications and Allocations – helping people find a decent home

Housing Allocations

Housing Services changed the software system used to administer the Housing Register and nominations in June 2018. This has meant it has not been possible to report on the ethnicity of all legacy applications (i.e. customers on the Housing Register prior to this date). Some legacy data has been reported using previous Equality Data, however it is not possible to determine how many customers either did not declare or did not provide equality data. There are a total of 1,295 live Housing Register applications.

Housing Register Applicants by ethnicity as at 1 December 2020

The ethnic make-up of the Housing Register from the available data as at 1 December 2020 is shown in the table below. Approximately 20.45% of the customers who responded to the ethnic monitoring question on the application form are from a Black, Asian and Minority Ethnic group (BAME) including white Irish and white other community. The proportion of BAME customers to the housing register is equal to the numbers indicated by the 2011 census which show Three Rivers District Council's BAME community at approximately 20.3%

Ethnic Group	Customers (main/joint applicant)	Percentage (of customers providing equalities data)	Ethnic make-up of the District as at 2011
White/White British	753	(Total) 86.5%	(Total) 86.1%
British	692	79.5%	79.7%
Irish	*	*	
Other white background	52	6%	
Mixed	32	(Total) 3.8%	(Total) 2.3%
White & Black Caribbean	14	1.6%	
White & Black African	*	*	
White & Asian	*	*	
Other mixed background	11	1.3%	
Asian or Asian British	24	(Total) 2.7%	(Total) 8.5%
Indian	11	1.3%	
Pakistani	*	*	
Bangladeshi	*	*	
Other Asian background	*	*	
Black or Black British	48	(Total) 5.6%	(Total) 1.8%
Caribbean	11	1.3%	
African	26	3%	
Other Black background	11	1.3%	
Chinese or other ethnic group	13	(Total) 1.4%	(Total) *%
Chinese	*	*	
Arabic	*	*	
Other ethnic group	*	*	
Gypsy or Traveller	*	*	
Did not declare/not provided		(Total)	
Total	870	870	

Housing Nominations Resulting in a Letting by Ethnicity as at 1 December 2020

Housing Services changed the software system used to administer the Housing Register and nominations in June 2018. This has meant it has not been possible to report on the ethnicity of all housed legacy applications (i.e. customers on the Housing Register prior to this date).

The data below is taken from all households that have supplied ethnicity data on both the main or joint applicant, classed as 'Housed' between 1 December 2019 and 1 December 2020. As ethnicity data has been included from both the main and joint applicant, there may be a crossover in a small amount of applications.

Ethnic Group	Applicants (Main/Joint)	Percentage (of customers providing equalities data)	Ethnic make-up of the District as at 2011
White/White British	104	(Total)81.2%	(Total) 86.1%
British	94	73.4%	79.7%
Irish	*	*	
Other white background	*	*	
Mixed	*	*	2.3%
White & Black Caribbean	*	*	
White & Black African	*	*	
White & Asian	-	*%	
Other mixed background	*	*	
Asian or Asian British	*	*	8.5%
Indian	*	*	
Pakistani	*	*	
Bangladeshi	*	*	
Other Asian background	*	*	
Black or Black British	*	*	1.8%
Caribbean	*	*	
African	*	*	
Other Black background	*	*	
Chinese or other ethnic group	*	*	
Chinese	-	*%	
Other ethnic group	*	*	
Gypsy or Traveller	-	*%	
Did not declare/not provided	-	Total	
Total	128	100%	-

Housing Development

The following affordable housing units were completed in 2019/20 (financial year):

- 17 units at Bury Hall, Rickmansworth (temporary accommodation)
- 15 affordable housing units at The Grapevine Public House, South Oxhey
- 5 affordable housing units at Hoylelake Gardens, South Oxhey (Thrive scheme)
- 45 affordable housing units at Fairways Farm

Housing Policies and Strategies

The Housing, Homelessness and Rough Sleeping Strategy was reviewed and the action plan updated in 2020.

The Private Rented Sector Offer Policy has been reviewed and the updated draft is due to be considered by Infrastructure, Housing and Economic Development Committee in January 2021.

The Housing Allocations Policy has been reviewed and through a public consultation exercise, the final draft is due to be considered by Infrastructure, Housing and Economic Development Committee in March 2021.

Human Resources – administering employment procedures and providing training to staff

Details of our workforce profile have been provided in previous sections of this report.

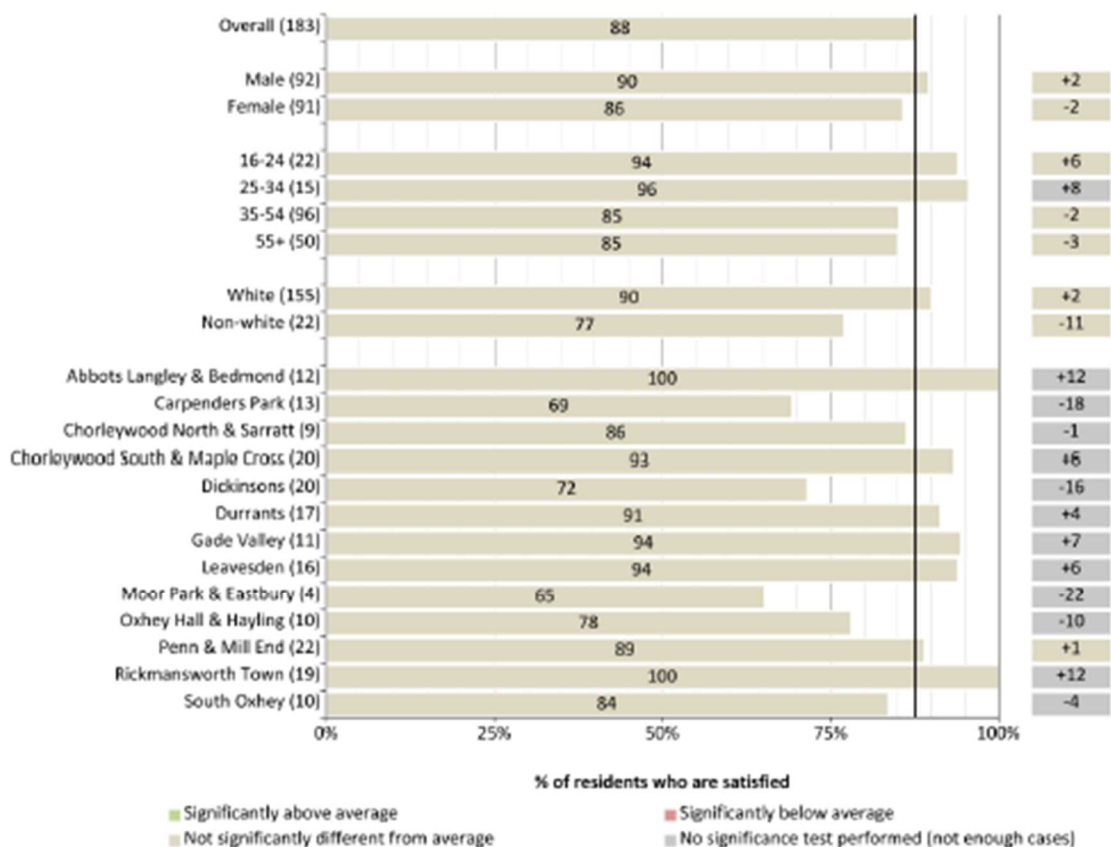
Leisure venues contract management – Sir James Altham – closed in March and will not be reopening - South Oxhey Leisure Centre, William Penn and Golf Courses.

Source: Three Rivers District Council Omnibus 2019/20

Sports and leisure facilities rate well across all groups. Fewer residents are satisfied with sports and leisure facilities in the Moor Park and Eastbury area.

Figure: How satisfied or dissatisfied are you with sports and leisure facilities? (Grouped Responses)

Base: All Residents (number of Residents shown in brackets)



Leisure venues contract management –South Oxhey Leisure Centre, William Penn Leisure Centre and Rickmansworth Golf Course

Leisure venues were closed so no free swim or gym has happened this year. The project is currently on hold.

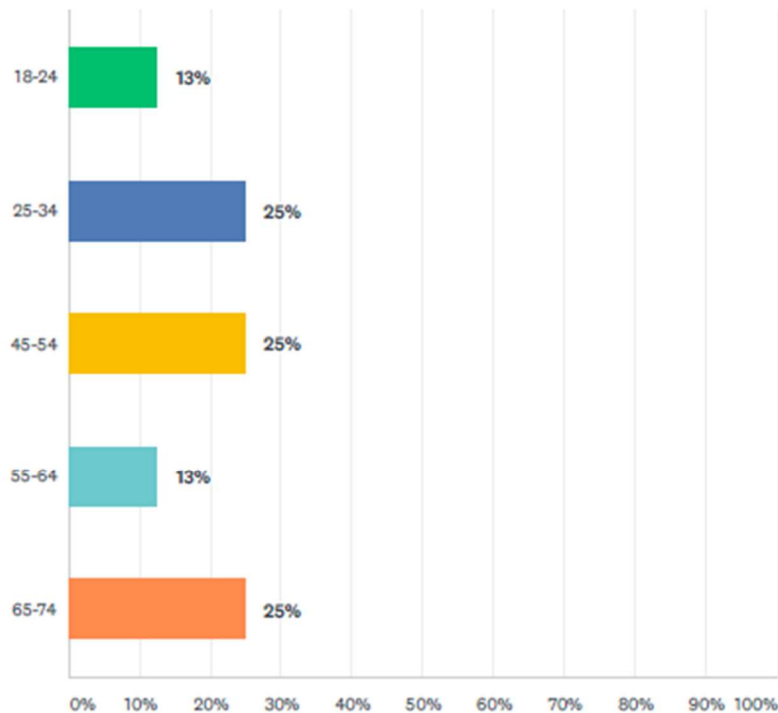
Park and open space management – managing parks and open spaces to promote access, improve biodiversity and involve the local community

A customer satisfaction survey was conducted at Oxhey Woods, Chorleywood House Estate, Aquadrome and Leavesden County Park in 2019. Detailed below is the profile of visitors interviewed.

Oxhey Woods

Q17 What is your age?

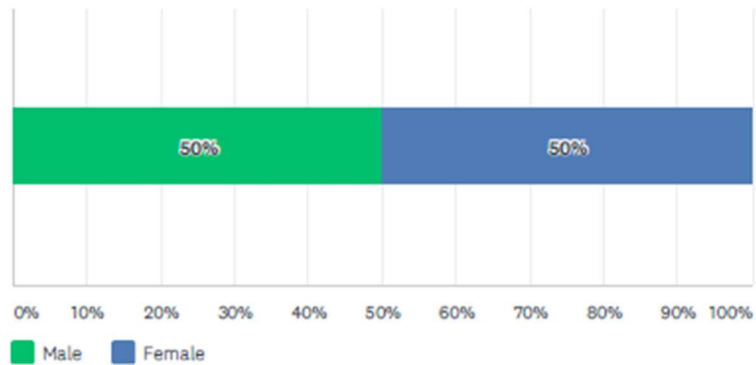
Answered: 8 Skipped: 0



ANSWER CHOICES	RESPONSES
18-24	13% 1
25-34	25% 2
45-54	25% 2
55-64	13% 1
65-74	25% 2
TOTAL	8

Q18 What gender do you identify with?

Answered: 8 Skipped: 0

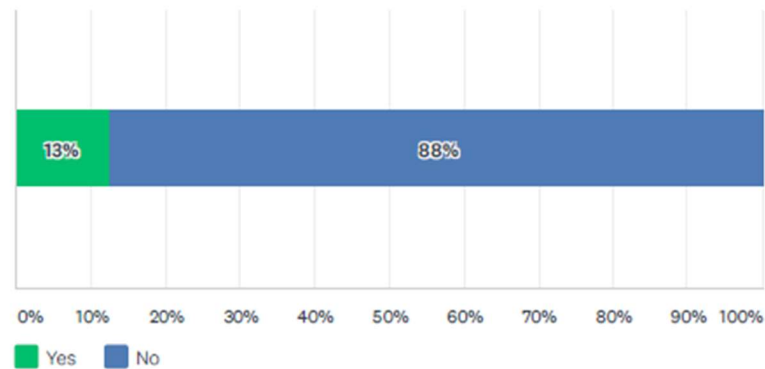


ANSWER CHOICES	RESPONSES	
Male	50%	4
Female	50%	4
TOTAL		8

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q19 Do you consider yourself to have a disability that affects your use of parks?

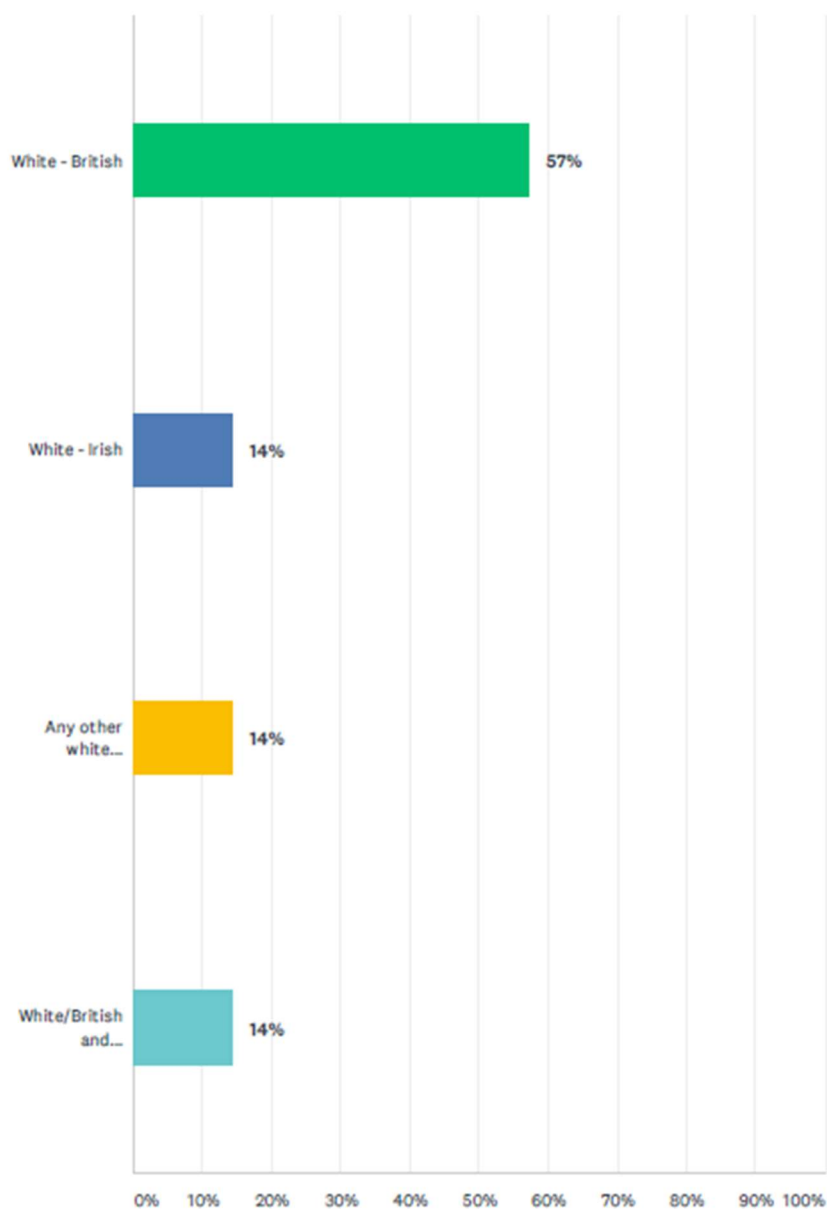
Answered: 8 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	13%	1
No	88%	7
TOTAL		8

Q20 To which of the following groups do you consider you belong?

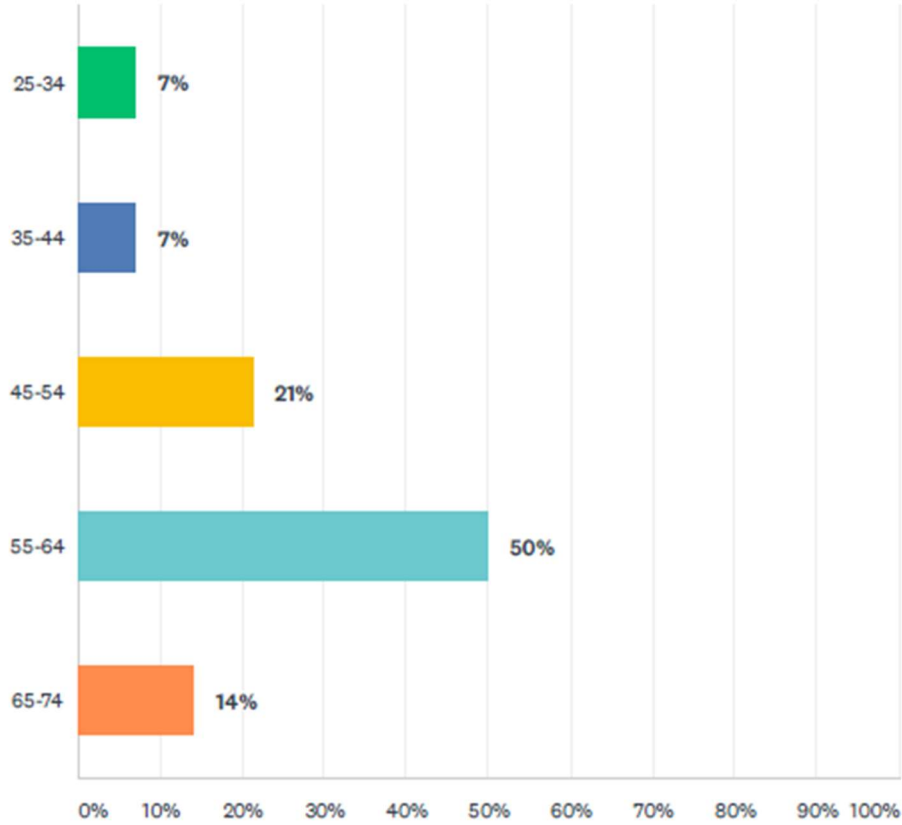
Answered: 7 Skipped: 1



Chorleywood House Estate

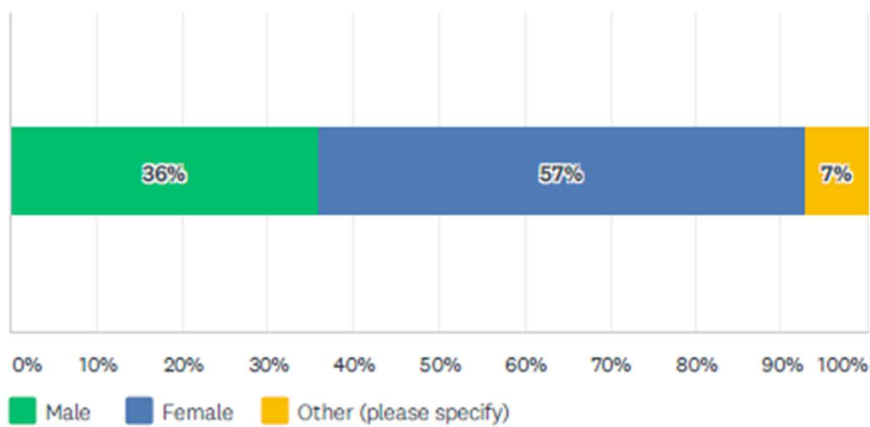
Q17 What is your age?

Answered: 14 Skipped: 1



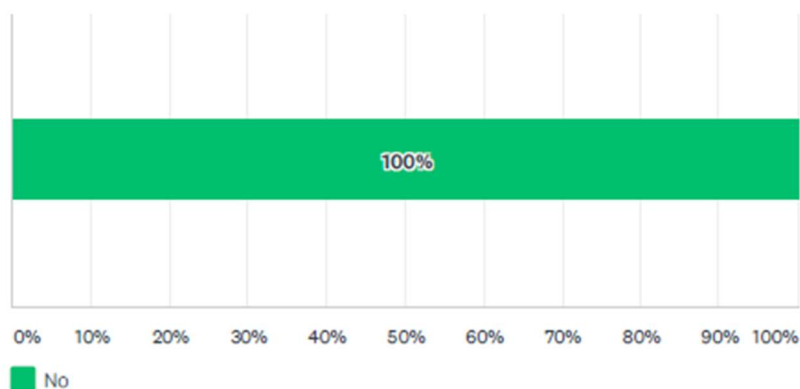
Q18 What gender do you identify with?

Answered: 14 Skipped: 1



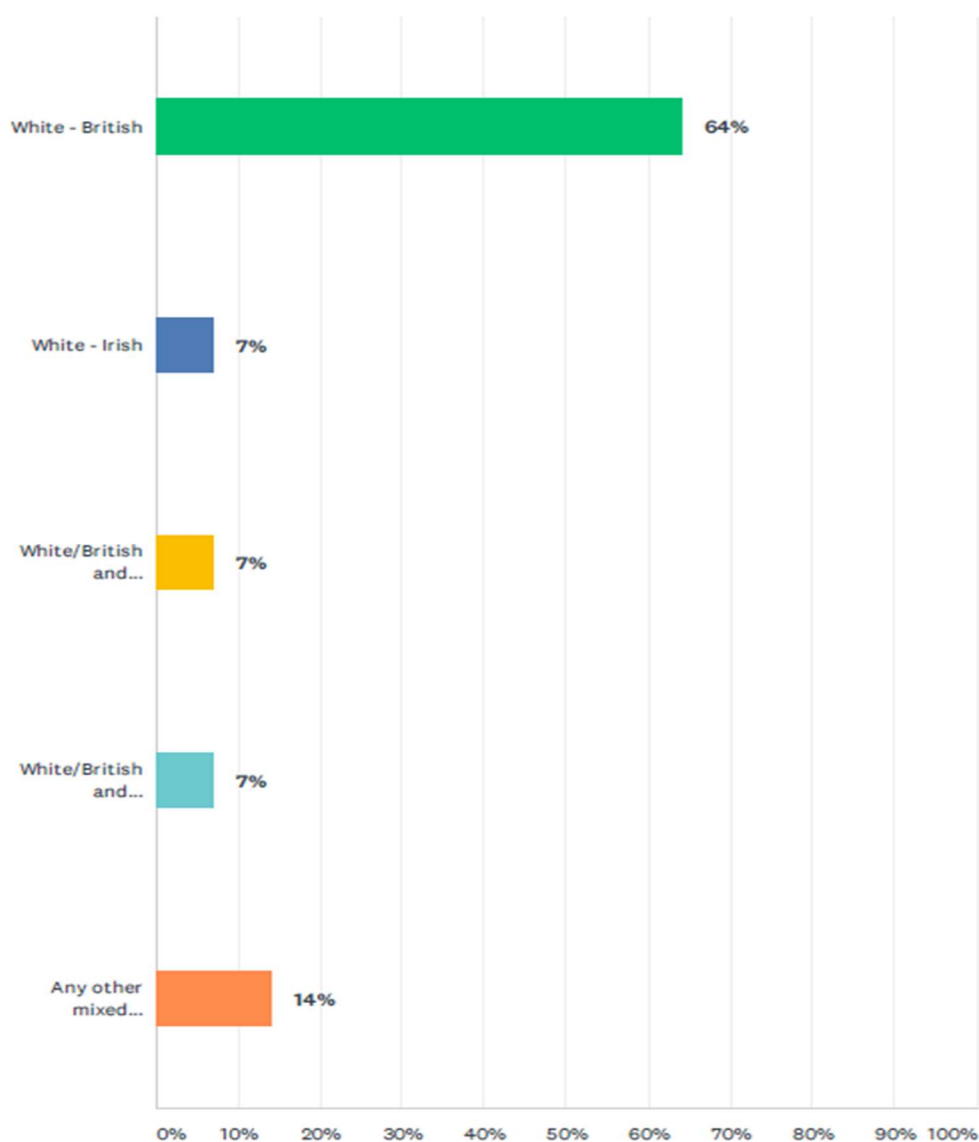
Q19 Do you consider yourself to have a disability that affects your use of parks?

Answered: 14 Skipped: 1



Q20 To which of the following groups do you consider you belong?

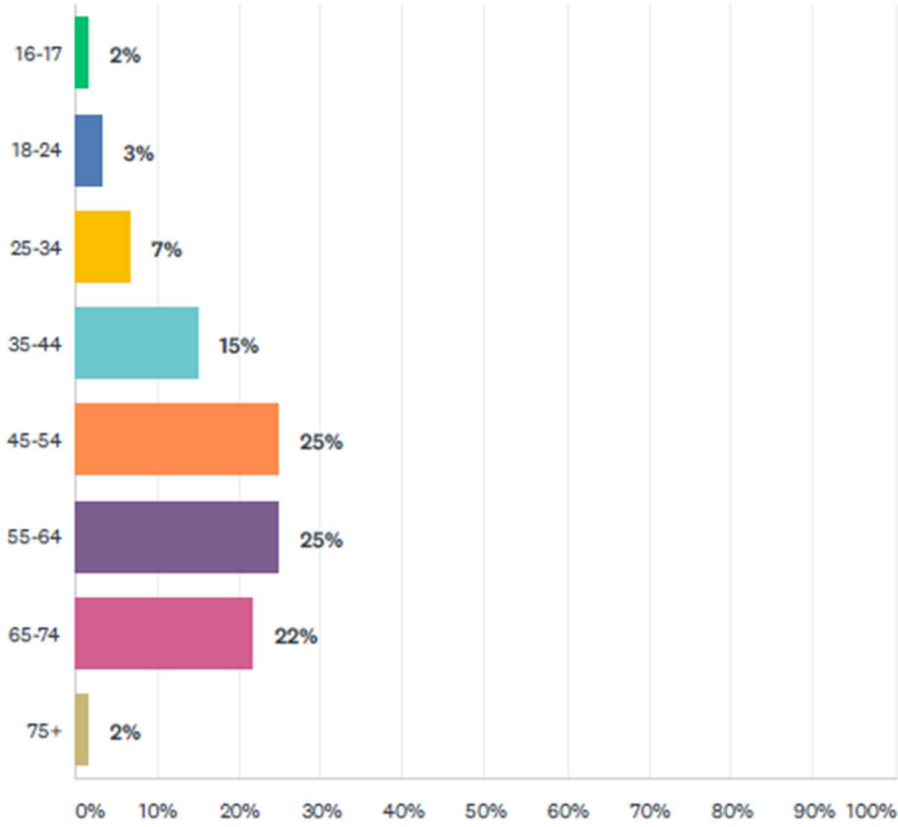
Answered: 14 Skipped: 1



Aquadrome

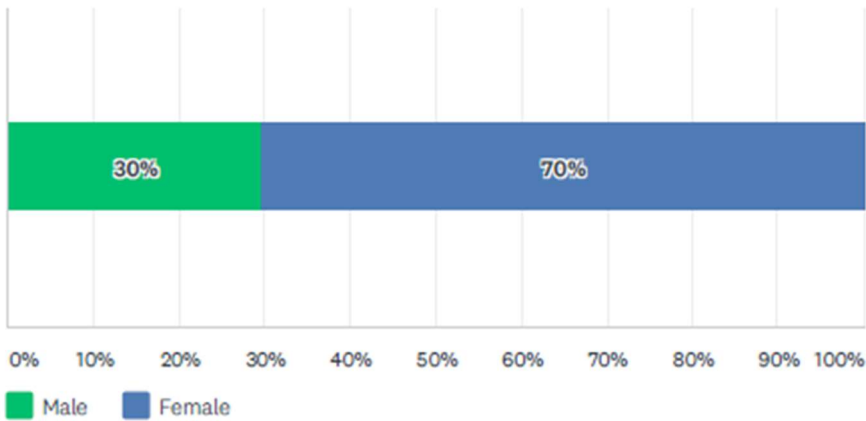
Q19 What is your age?

Answered: 60 Skipped: 7



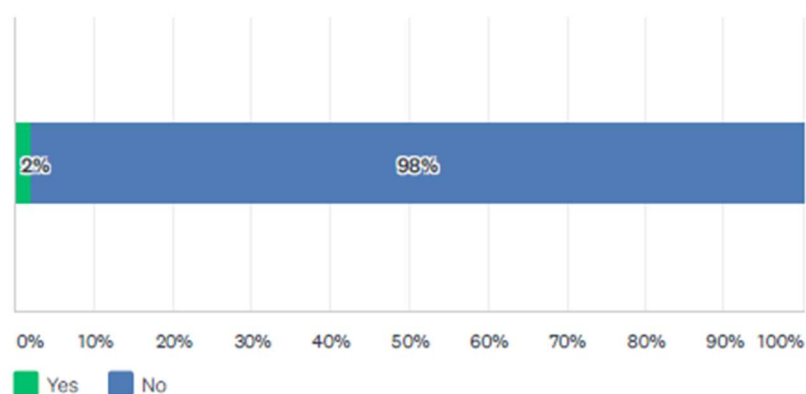
Q20 What gender do you identify with?

Answered: 61 Skipped: 6



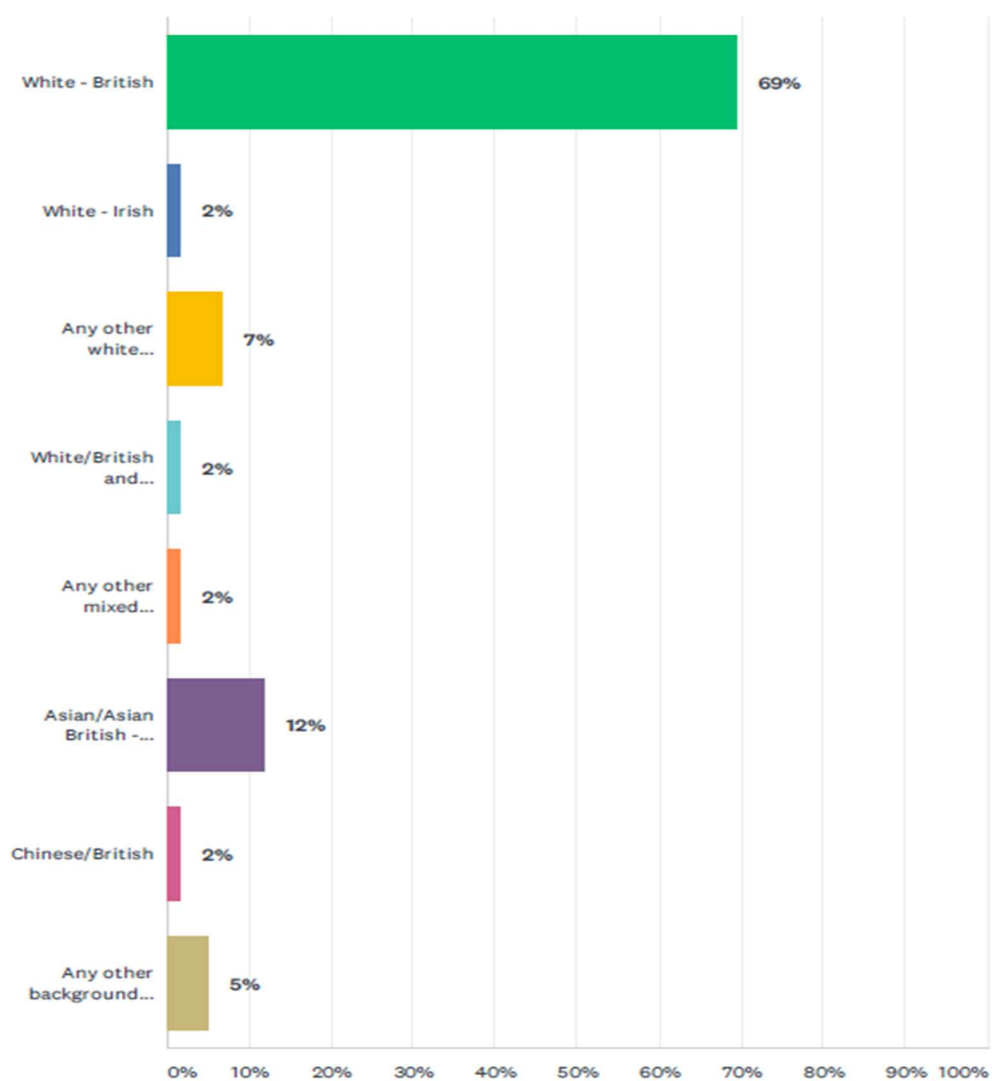
Q21 Do you consider yourself to have a disability that affects your use of parks?

Answered: 58 Skipped: 9



Q22 To which of the following groups do you consider you belong?

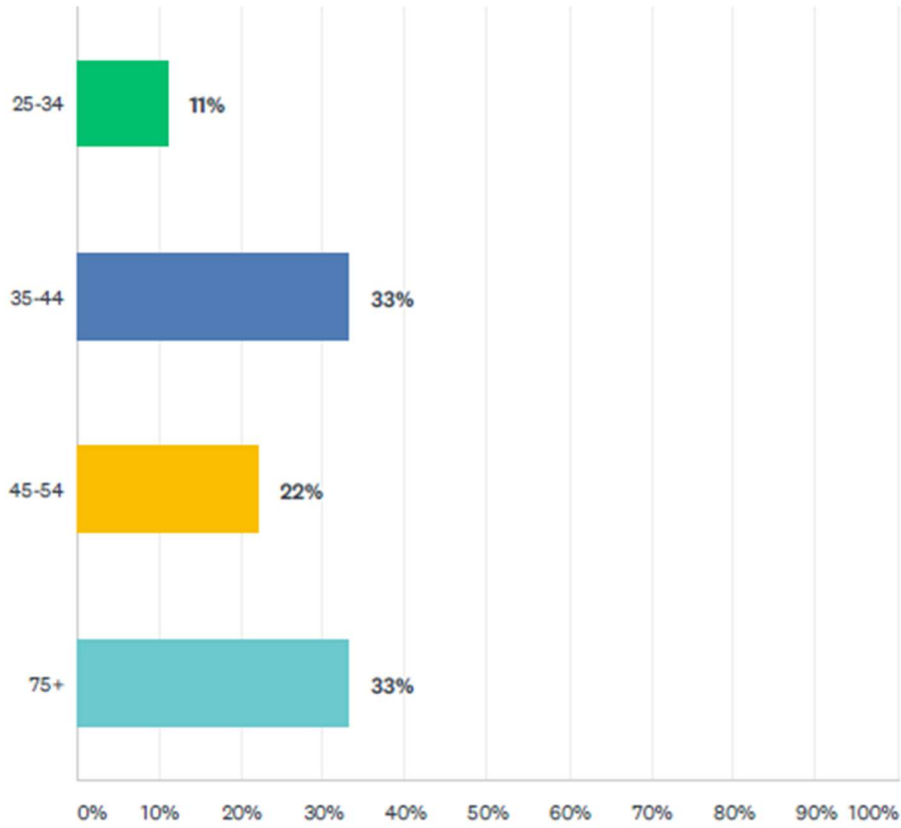
Answered: 59 Skipped: 8



Leavesden Country Park

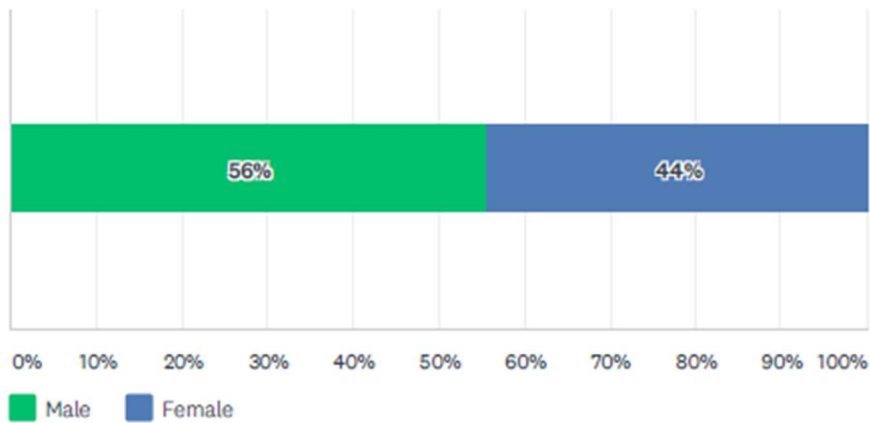
Q19 What is your age?

Answered: 9 Skipped: 1



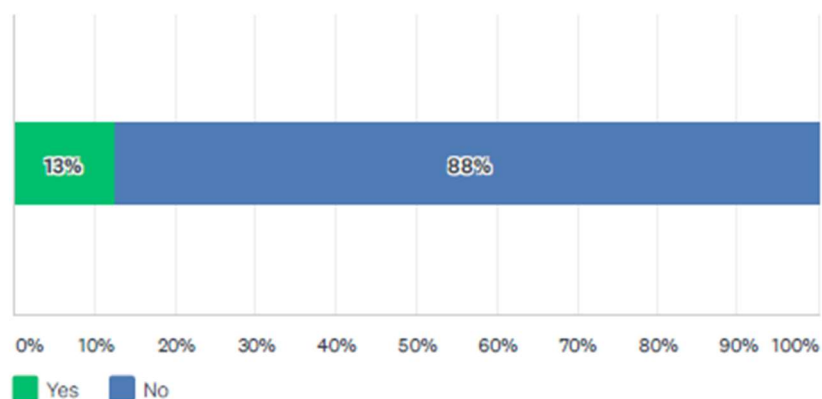
Q20 What gender do you identify with?

Answered: 9 Skipped: 1



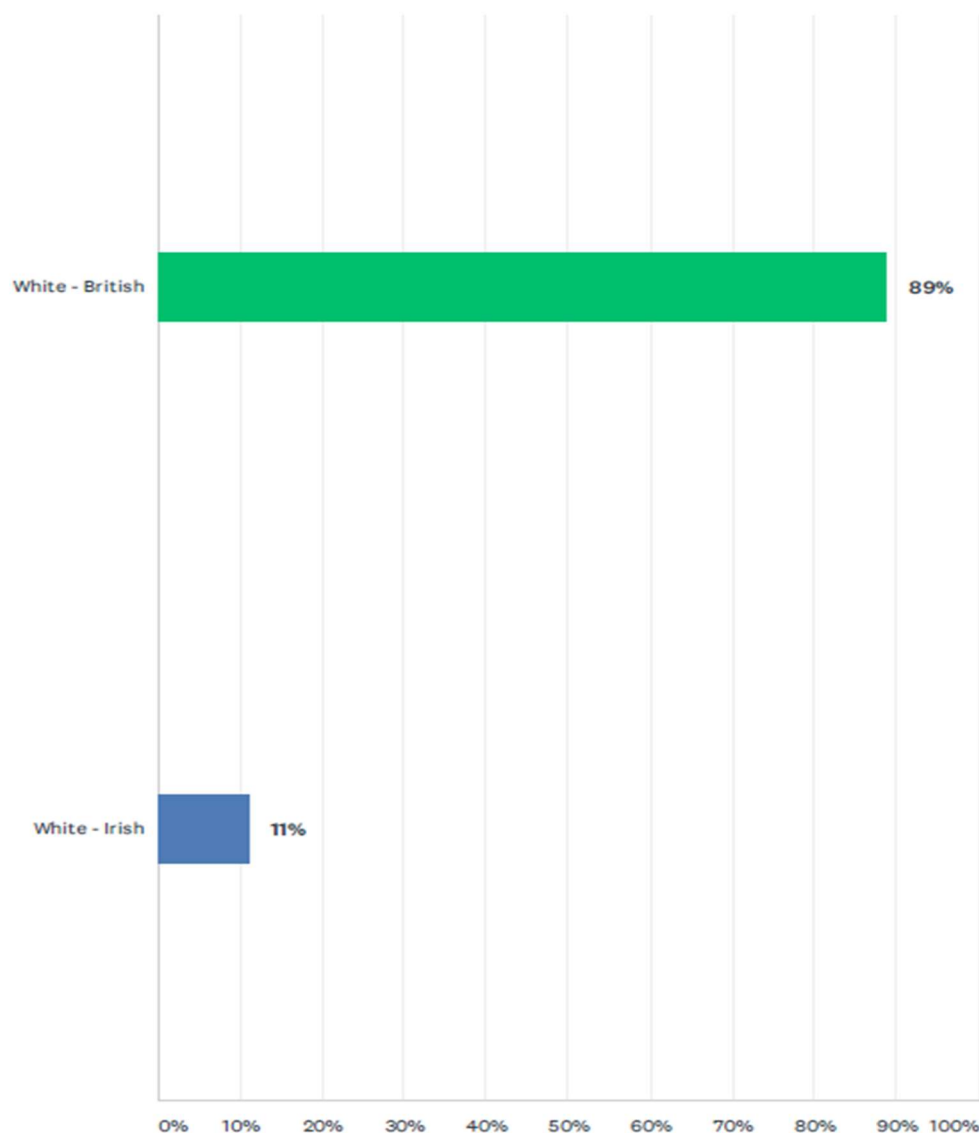
Q21 Do you consider yourself to have a disability that affects your use of parks?

Answered: 8 Skipped: 2



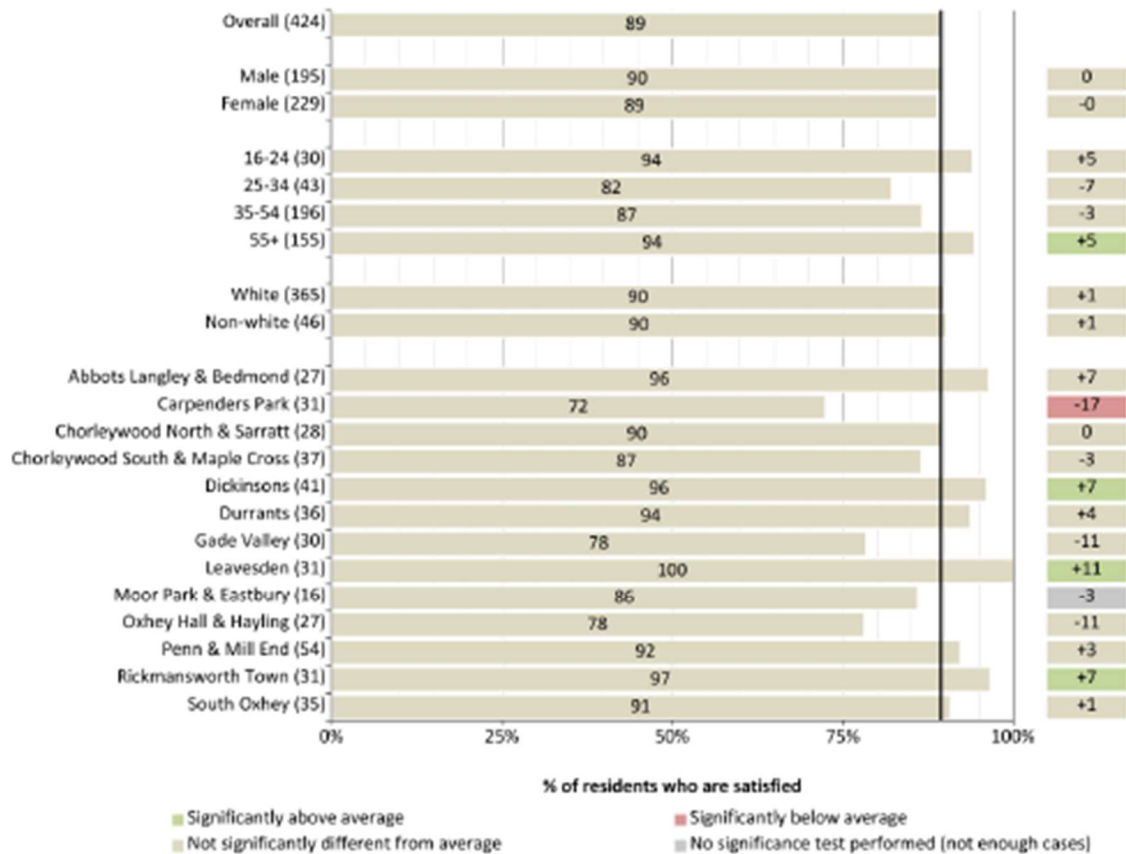
Q22 To which of the following groups do you consider you belong?

Answered: 9 Skipped: 1



**Information obtained from the Councils Omnibus Survey showing: “How satisfied or dissatisfied are you with parks and open spaces?” (Grouped Responses)
 Base: All Residents (number of Residents shown in brackets)**

Those residents aged between 16-24 years and 55 plus are the most satisfied with parks and open spaces, as are those in the Leavesden ward.



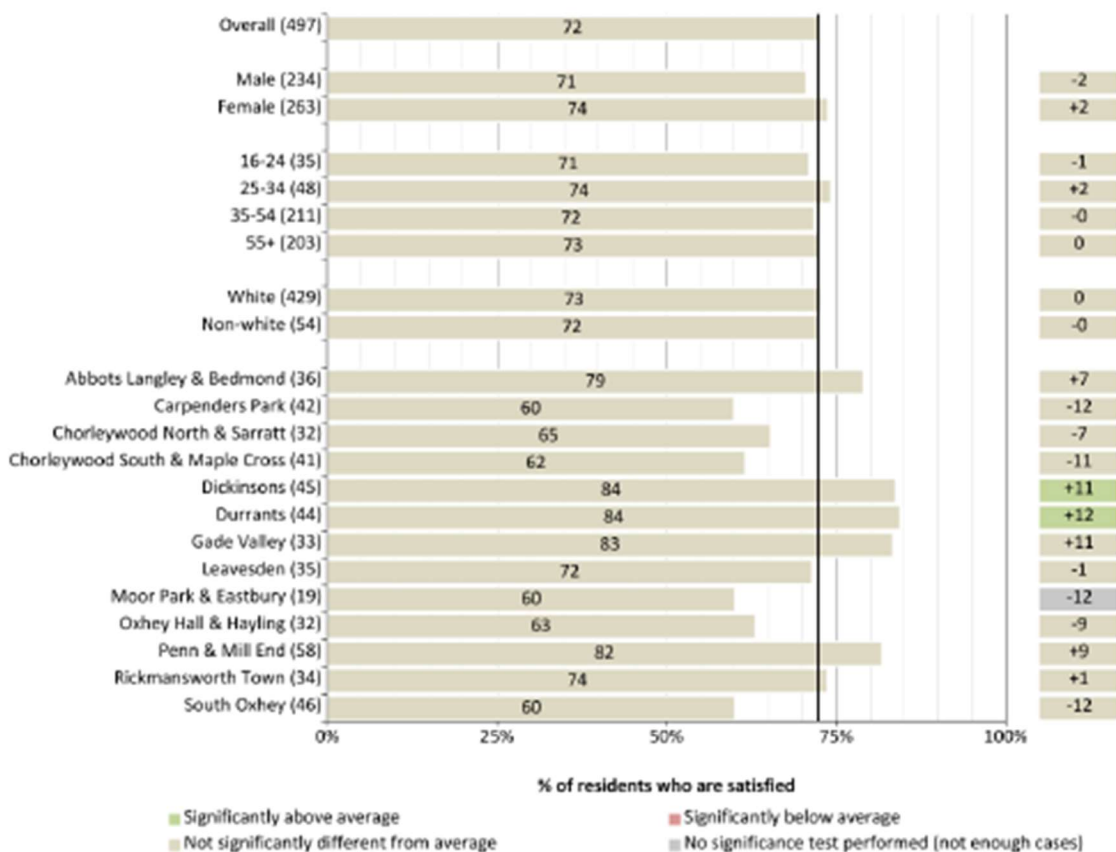
Performance – monitoring performance against the strategic aims of the council

Source: Three Rivers District Council Omnibus 2019/20

The Council’s omnibus survey 2019/20 can be broken down and analysed by a range of protected characteristics. The overall satisfaction analysis is shown below:

Satisfaction with how the Council runs things is statistically higher in the 25-34 years age group and residents of Dickinsons and Durrants wards were most likely to be satisfied.

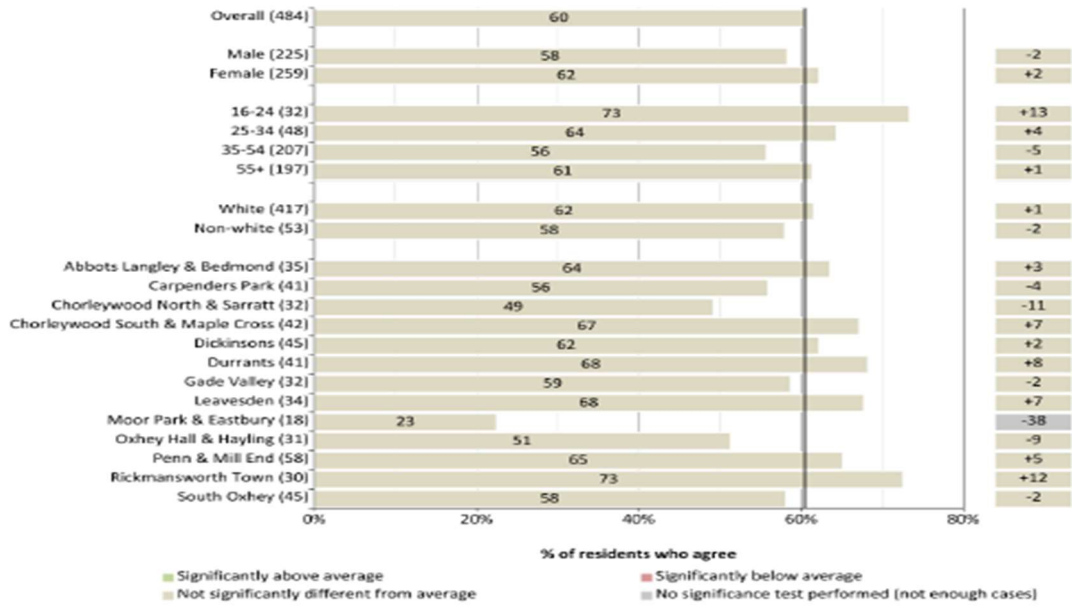
Figure: Taking everything into account, how satisfied or dissatisfied are you with the way Three Rivers District Council runs things? (Grouped Responses)
Base: All Residents (number of Residents shown in brackets)



Satisfaction with Council efficiency is statistically higher amongst 16-24 year olds.

Figure: Do you agree or disagree that...Three Rivers District Council is efficient and well run? (Grouped Responses)

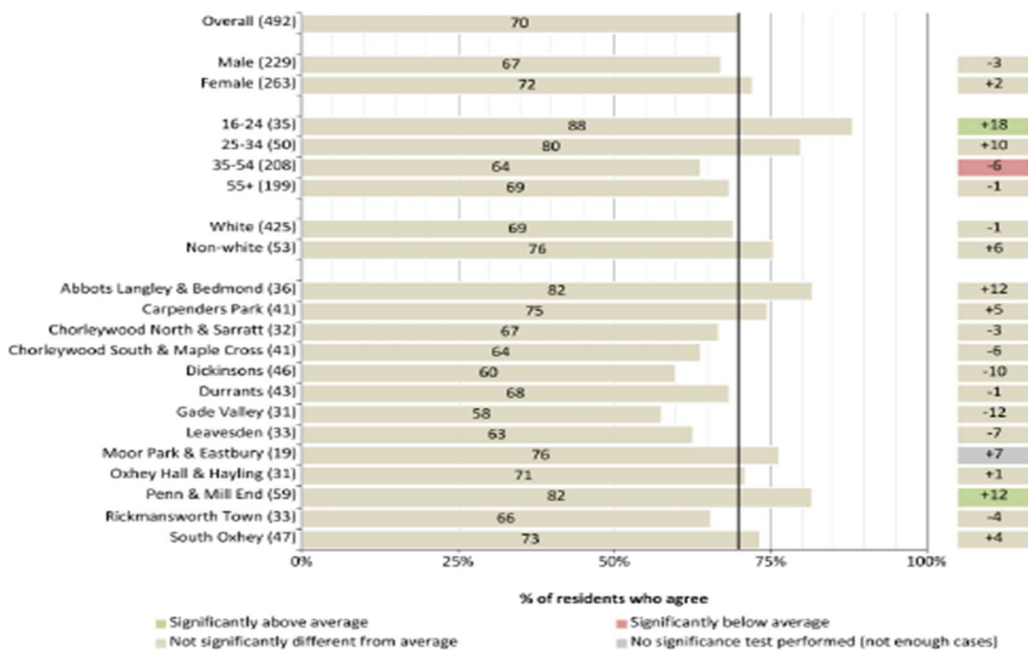
Base: All Residents (number of Residents shown in brackets)



Satisfaction with the allocation of the Council's budget is significantly higher amongst 16-24 and 25-34 year olds.

Figure: Thinking about how public services allocates its budget, to what extent do you agree or disagree that public services should make providing affordable housing one of its main priorities?

Base: All Residents (number of Residents shown in brackets)



Revenues – collection and administration of council tax and national non-domestic rates.
Recovery of sundry debts and housing benefit over payments

Council tax collection and discounts can be affected by residents’ age and disability. The local council tax scheme is detailed on the following link.

<https://www.threerivers.gov.uk/egcl-page/council-tax-and-finance>

Waste and recycling collection – minimising waste and maximising recycling

The Council continues to provide its assisted collection scheme for disabled and elderly residents.

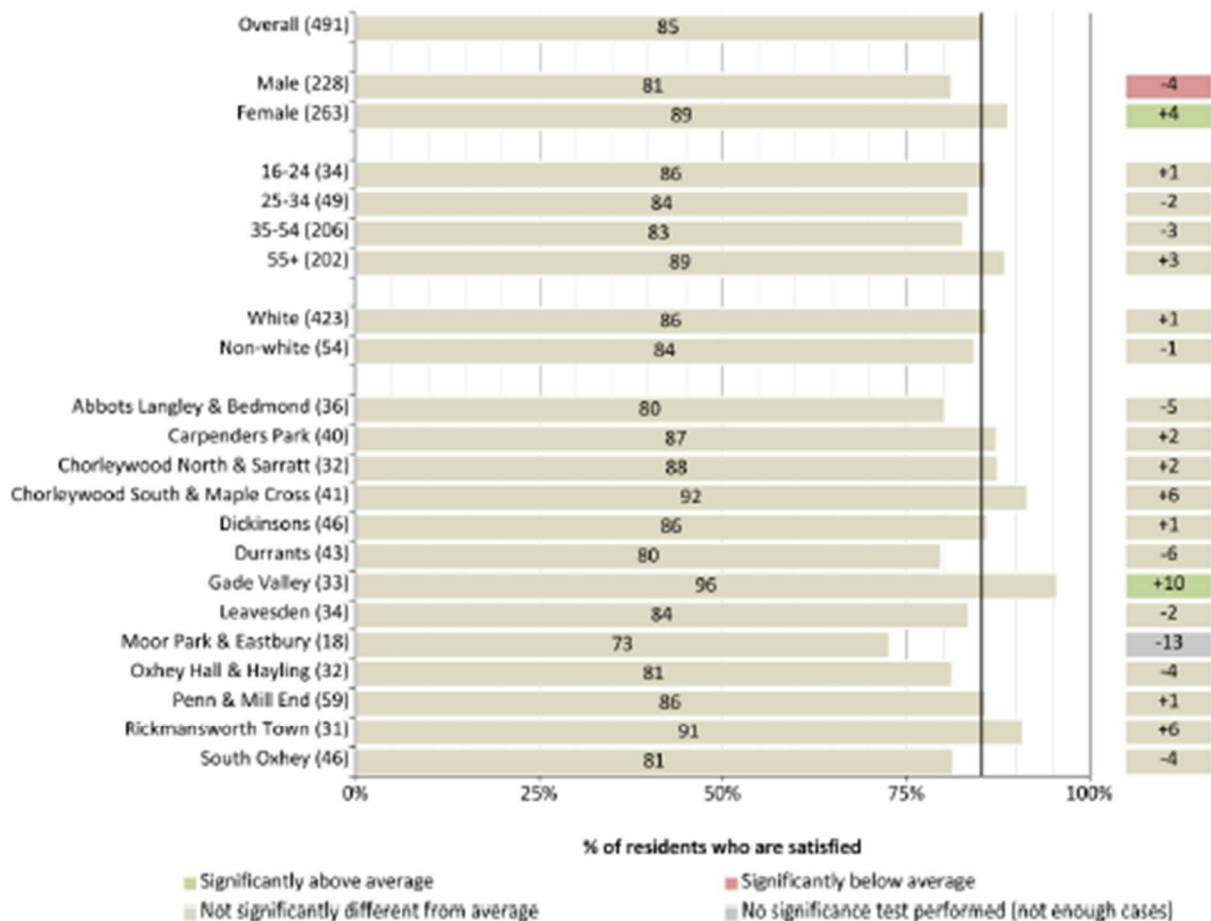
Satisfaction with our waste and recycling services is monitored through our Omnibus survey.

Source: Three Rivers District Council Omnibus 2019/20

2019/20 results indicate that residents of all ages across the district are satisfied with the service.

How satisfied or dissatisfied are you with doorstep recycling? (Grouped Responses)

Base: All Residents (Number of residents shown in brackets)



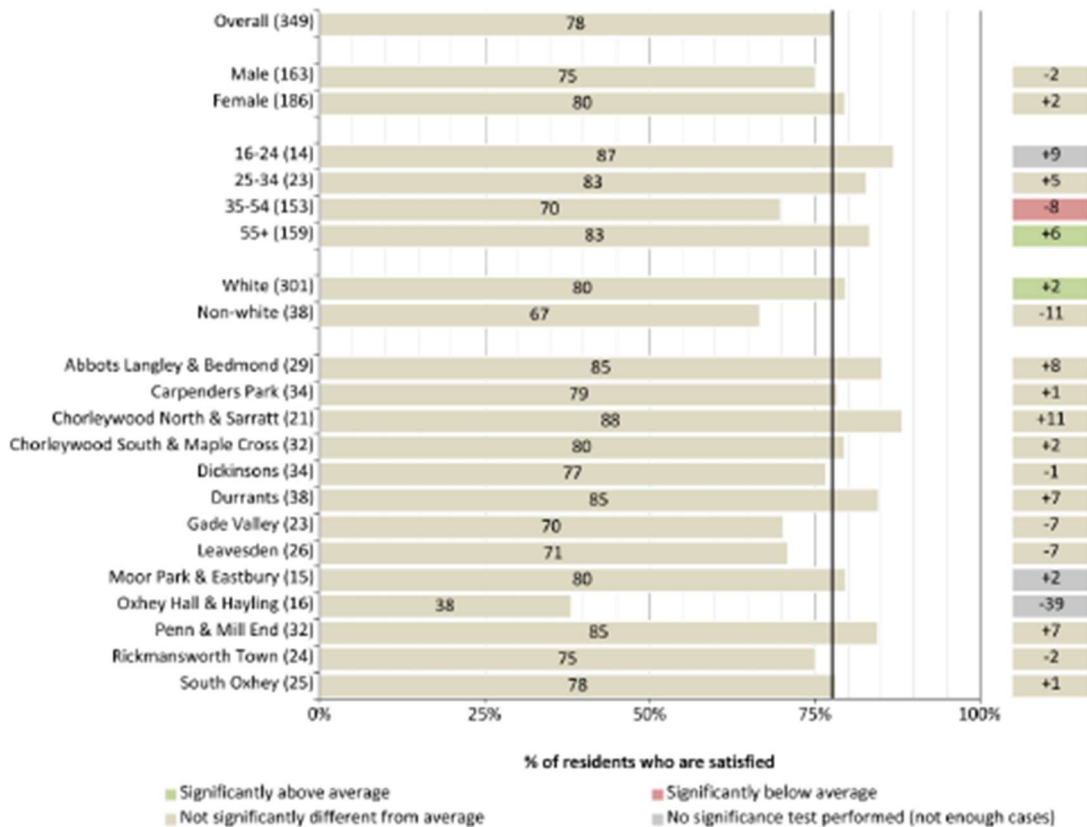
Garden Waste Collection

The council provides a Garden Waste service for all residents.

Source: Three Rivers District Council Omnibus 2019/20

Results demonstrate that 88% of residents in Chorleywood North and Sarratt are satisfied with the service, less so those in Oxhey Hall and Hayling.

How satisfied or dissatisfied are you with the garden waste collection service? (Grouped Responses) Base: All Residents (Number of residents shown in brackets)



Watersmeet – hire facilities for local and national companies, professional and amateur theatre.

The venue is fully accessible and provides a disabled lift and toilet. Hearing loops are installed and the box office has been fitted to be disabled accessible. There is an external disabled ramp and parking facilities available.

The Pantomime targets local schools for access by children and young people, those with special needs can be accommodated with advanced warning. This year, a young person attending Chorleywood Primary School had a sight impairment and it was arranged for them to come in early, visit the dressing rooms to feel the costumes and go onto the stage to feel the props.

A number of theatre and dance groups regularly book the venue and hold auditions for young people prior to their shows.

The Watersmeet film programme targets a wide audience and, depending on film title, is well attended with children's films proving particularly popular.

Local schools hire the venue for exclusive film screenings, award ceremonies and prom style events.

The Friends of Watersmeet Film Society has now been dissolved, and this was mainly because the Society struggled to secure new committee members. The Friends of Watersmeet hold fewer events at the venue than they used to, but wish to continue to support the venue.

There was no pantomime at Watersmeet in 2020 due to the pandemic.

Website – working to provide information and services online

For information on the website, please see the Communications section above

Appendices

Appendix A – Equality Relevance Test (2019)

Appendix B – Full Equality Impact Assessment (2019)

Appendix A - Form A – Equality Relevance Test

Function/Service Being Assessed: _____

Officer completing form: _____

Date of completion: _____

1. Populations served/affected:

- Universal (service covering all residents)?
- Targeted (service aimed at a section of the community –please indicate which)?

2. Is it relevant to the general equality duty? (see Q and A for definition of ‘general duty’)

Which of these three aspects does the function relate to (if any?):

- 1 – Eliminating discrimination, harassment and victimisation
- 2 – Advancing equality of opportunity
- 3 – Fostering good relations

Is there any evidence or reason to believe that some groups could be differently affected?

- Yes
- No

Which equality categories are affected?

- Race
- Age
- Sexual Orientation
- Disability
- Sex
- Religion
- Gender reassignment
- Marriage / civil partnership
- Maternity / Pregnancy

3. What is the degree of relevance?

In your view, is the information you have on each category adequate to make a decision about relevance?

- Yes (specify which categories)
- No (specify which categories)

Are there any triggers for this review (for example is there any public concern that functions/services are being operated in a discriminatory manner?) If yes please indicate which:

- Yes
- No

4. Conclusion

On the basis of the relevance test would you say that there is evidence that a medium or high detrimental impact is likely? (See below for definition)

- Yes
- No

Note: if a medium or high detrimental impact has been identified then a full impact assessment must be undertaken using Form B.

Completed forms should be attached as an appendix to the relevant report and a copy sent to the Community Partnerships Unit

Definition of Low, Medium or High detrimental impact.

For any one (or more) equality group the following evidence is found:

	<p>Evidence may come from one or more of the following sources:</p> <ul style="list-style-type: none"> • Local service data • Data from a similar authority (including their EIA) • Customer feedback • Stakeholder feedback • National or regional research
High Relevance	<p>The evidence shows a clear disparity (of more than 80% probability) between different sections of the community in one or more of:</p> <ul style="list-style-type: none"> • levels of service access; • quality of service received; or • outcomes of service.
Medium Relevance	<p>The evidence is unclear (or there is no evidence) if there is any disparity in terms of:</p> <ul style="list-style-type: none"> • levels of service access; • quality of service received; or • outcomes of service.
Low Relevance	<p>The evidence shows clearly (at least 80% certainty) there is no disparity in terms of:</p> <ul style="list-style-type: none"> • levels of service access; • quality of service received; or • outcomes of service.

Appendix B - Form B – Full Equality Impact Assessment

Function/Service Being Assessed:

Officer completing form: _____

Service: _____

Date of completion: _____

FULL EQUALITIES IMPACT ASSESSMENT FORM B

Is this a new function or a review of an existing function?

What are the aims/purpose of the function?

Is the function designed to meet specific needs such as the needs of minority ethnic groups, older people, disabled people etc.?

What information has been gathered on this function? (Indicate the type of information gathered e.g. statistics, consultation, and other monitoring information)? Attach a summary or refer to where the evidence can be found.

Does your analysis of the information show different outcomes for different groups (higher or lower uptake/failure to access/receive a poorer or inferior service)? If yes, which aspects of the policy or function contribute to inequality?

Are these differences justified (e.g. are there legislative or other constraints)? If they are, explain in what way.

What action needs to be taken as a result of this Equality Impact Assessment to address any detrimental impacts or meet previously unidentified need? (Select one option and explain

- No change required (explain why not)
- Adjust the policy (explain what needs to be changed to address which needs)
- Stop and remove the policy (explain why the policy fundamentally breaches our Public Sector Equality Duty and why options to alter the policy cannot address this)

Comment:

When will you evaluate the impact of action taken?

Please send your completed assessment to your service head. Completed forms should be attached as an appendix to the relevant report and a copy sent to the Community Partnerships Unit