

EQUALITY AND DIVERSITY 2008



Report on achievements



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Report on achievements for equality and diversity to April 2008



As a council we recognise and are committed to our leading role in promoting equal opportunities and valuing diversity.

The diversity of the people in Torbay is one of its greatest strengths and to achieve our ambition of providing a first class service we need to understand and respond to their differing needs.

Torbay Council has come a long way in recent years in meeting the needs of its diverse communities and this report summarises some of these achievements.

The challenge now is to maintain the momentum in order to meet our commitments as laid out in our Corporate Equality and Diversity Plan and new Community Plan 'Turning the Tide' to promote equality for all regardless of gender, race, disability, religion or belief, sexual orientation or age.

Cllr Louisa Aiton

Equality and Diversity Champion



This year has been an exciting year with regards to our progress in relation to equality and diversity culminating in an external assessment in March 2008 which awarded Torbay Council with level three status in the Equality Standard for Local Government. This makes Torbay one of four council's in the South West to have now got to Level 3.

As a council we have worked hard to improve in relation to equalities and are really proud of what we have achieved but we continue to recognise that there is still a lot more we can do.

In particular our next challenges will be to ensure that we continue to focus our attention on engaging with our community through our equalities reference groups where we have set up community groups covering each of the six equality strands (race, religion/faith, disability, age, sexual orientation, gender). This will include looking at improvements in how we provide services to migrant workers and our increasing Eastern European community as well as undertaking work in relation to sexual orientation and religion and belief in order to set realistic targets by 31st March 2009 which is a statutory requirement.

2008-2009 will continue to be a year of hard work in relation to equality and diversity in order to produce key outcomes to our community..

Caroline Taylor

Deputy Chief Executive

Commissioner – Corporate Support

Context

Torbay Council faces a number of challenges in its ambitions to 'Turn the Tide' in the Bay and create a vibrant place with full community prosperity. In order to achieve that ambition Council services and partners are working hard to ensure all voices in the Bay have a say, and that there is mutual understanding and confidence as we achieve our ambitions.

- There is recognition that the Bay is increasing its number of residents, particularly from new migrants from Eastern Europe, who are coming to work and settle here. Part of the leadership role of elected members is to ensure the community has mutual understanding as we experience social change, and that political extremism does not develop in our communities.
- There is a strong LGTB community (Lesbian, Gay, Transgender, Bisexual) in South Devon, who still experiences some isolation and mistrust of statutory services. Our target is to increase our contact with these groups.
- Our demographics show we continue to have a high number of elderly and retired people and a potential loss of young people in the Bay. We will look at the issues affecting both groups especially in the areas of housing and the availability of work.
- Part of ensuring cohesion in our community is to work on common understanding with the old and young and building bridges between generations.
- People with a disability are a key part of our community; we are working with them to help in accessing services and having a voice.
- The Bay continues to experience high levels of domestic violence. Making women and children feel safe with good access to support services is key to helping some women lead a full and active life without fear.
- As we work hard to improve our jobs and prosperity we need to ensure the pay gap between men and women, which is a national issue, is narrowed by equal access to high quality works and skills programmes.

Achievements

Related to 2004-5 and 2005-8 scheme and action plan up to May 2006.

1 Working to integrate equality and diversity into our strategy and planning processes

- Having achieved level 2, of the local government equality scheme in 2006/07 we achieved Level 3 in early 2008. Level 3 of the Equality Standard focuses on our corporate commitment to equalities, service delivery and customer care, consultation and community engagement and human resources.
- During 2006 and 2007 central government has introduced a number of new duties for public bodies. Torbay has introduced a new Disability Discrimination Scheme and Plan (December 06) and a new Gender Scheme and Plan (April 07). Both of these new duties have action frameworks which services have integrated into their planning processes. All equality projects

and performance indicators are integrated on our performance system – SPAR.net - and are regularly reported to our Council wide Equality and Diversity Group.

- Scrutiny processes integrate performance management and act as a critical friend looking quarterly at exceptions and progress. The Scrutiny Board will be challenging our work on diversity during May 2008.
- The Council has also hosted in April 2007 an awareness raising and briefing session on the new Goods and Services Act. The seminar, introduced by the Mayor, was aimed at raising awareness of new regulations affecting a wide range of providers of goods and services. It was staged by the Intercom Trust. The Intercom Trust is a voluntary organisation based in Exeter which supports lesbian, gay, bisexual and transsexual (LGBT) people and communities in the South West, raising awareness of direct and indirect discrimination against lesbian, gay, bisexual and transsexual people and informs providers of the legislation so that they can avoid risk of dispiriting or costly litigation.
- 2007 also saw the launch of Torbay Council's new Community Plan and new governance arrangements for the Torbay Strategic Partnership (TSP). The Community Forum, which mandates the central board, is inclusive with representation from the six equality stands: faith, race, disability, gender, LGBT and older people. The Board itself includes the member champion for equality Cllr Louisa Aiton to ensure integrated planning with the wider Community Plan.
- In September 2007 the Community Forum focused on the new economy but brought useful insights into the part older people play in our economic prosperity through a participative workshop.
- Further training was provided for using Equality Impact Assessments in early October. All impact assessments of our policies and schemes will be refreshed during 2008.
- As a support service our IT training team have supported our approach of embedding equality and diversity. On-site training is provided as and when required with the option of one to one training for delegates or training outside of core hours i.e. early morning. To aid staff and councillors who may have a disability there is a T-Loop system in the IT training rooms as an auditory aid and wheelchair access. Hardware and software improvements have been made to aid accessibility such as use of a roller ball mouse and ergonomic keyboard and Zoom Text software for staff who are visually impaired. A letter is sent out stating delegates make the Training Department aware of any disabilities/special needs prior to courses. This may involve the availability of training manuals in large print.

2 Commitment to providing good service delivery and customer care

Torbay Council is committed to putting the customer at the heart of all we do. Our aim is to provide our customers with high-quality services and information with improving customer care an important part of the council's work.

- Raising awareness amongst our staff about Customer Focus in its widest sense remains a key priority. Part of being focused on our customers is recognising their diverse needs and having an active dialogue with customers when forming our reshaped services.
- By working with the local Deaf club we have re-launched the deaf surgery in our three 'one stop shop' Connections offices in Torquay, Paignton and Brixham.

- Part of our business plan in Exchequer and Benefits is to change the way cash payments are made so elderly people in particular can have more local access through new arrangement with post offices and pay points.
- Community banking has been introduced to help our most vulnerable communities
- We are a part of the Torbay Advice Network (TAN) which is a formal network of information and advice providers; including over 40 local organisations (for example, Torbay Council, Age Concern Torbay, Citizens Advice Network). The Network ensure the provision of timely, comprehensive and quality assured information and advice and work hard to ensure the targeting and inclusion of traditionally 'hard to reach' citizens including migrant workers from Eastern Europe.
- We have relaunched our Racist Incidents Reporting Scheme this year and expanded it to include all incidents of discrimination. Members of the public and staff can now report incidents via a Report It! leaflet, the Torbay Council website, and via the Anti-Social Behaviour hotline number. Local group, the Monitoring Group, have also acted as a critical friend to improve the reporting of racist incidents, and to raise awareness of duties in schools.
- The Torbay Development Agency (TDA) have ensured our tourists and visitors have good access by making the English Riviera website available in 9 foreign languages, providing the facility Readspeak so that people who may be blind or visually impaired can listen to the text. Our Tourist Information Centres (TICs) across the Bay have hearing loops, enlarged signage and there is level access and automated doors at Torquay and Paignton TICs as well as seating for the elderly and less able visitors. There is an audio tape version available of the Accommodation Guide and also large print is available on request for any of the printed documents/publications produced by the Tourist Board.
- A Vision and Hearing Exhibition was held on the 10th July at Torquay's Riviera International Conference Centre. The exhibition about sight and hearing had over 50 stands including those from: NDCS Listening Bus, sign language and lip-reading as well as Action for the Blind workshops and much more.

3 Accessible assets and buildings

There is recognition that our assets and buildings are not as accessible as we would like for our community and employees' needs. Part of our transformation agenda for the Council is to take step changes in making our buildings accessible.

- We plan to consolidate our 16 buildings into one new, more accessible building. This will take us from our lower level performance on physical access to one of the highest.
- Meanwhile, as we recognise that a large capital project will not be delivered quickly, a new stair-lift was successfully put into the Town Hall at Torquay along with an audio visual link allowing accessible access. A disabled toilet alarm has also been fitted at this site.
- We have an active cross organisational DDA (Disability Discrimination Act) Group that focuses purely on accessibility to buildings and services.
- Further improvements have been made including improved signage at Oldway Mansion and installation of an electronic information board. At Pearl Assurance House, Torquay, Housing

services' upstairs reception will be integrated into the Torquay connections service to give ground level access. Signage improvements have also been made at Union House, Commerce House and Torquay Town Hall.

- Children's Services have a Schools Accessibility Initiative which is a dedicated funding stream for improving access to schools and the curriculum for pupils with disabilities. Improvements made during 2007 included automated doors and an improved entrance at St Marychurch Primary School, new ramps and entrance and Torquay Grammar School for Girls, a disabled toilet at Torre Primary School and automated doors and a new entrance at Preston Primary School. There is also an Individual Adaptations Programme to dedicated small amounts of funding to tackle individual child's needs.

4 Transport and accessing our towns

As a council we continue to work with our partners to ensure ease of moving around the Bay.

- We continue to subscribe to DisabledGo a national body who assess the accessibility of commercial buildings. This year they were commissioned to work with local focus groups and assess another 20 buildings in the Bay and accessible assessments which are linked through our website at www.disabledgo.info/, for the benefit of residents and visitors alike.
- With funding from the Local Transport Plan, a local group for people with learning difficulties (SPOT: SPeaking Out in Torbay) has designed and purchased a quantity of brightly coloured wallets which can easily be seen by bus drivers. The wallets will contain journey information to help the holder communicate with the driver, and to signal to the driver that the passenger may require assistance. The scheme will be extended to other forms of transport such as railways and taxis, and could be distributed to other groups whose members experience mobility difficulties.
- The Council continues to install dropped kerbs at points where wheelchair users need to cross the road, each year exceeding the targets set in the Local Transport Plan. This is often in conjunction with the users of the three Shopmobility facilities that the Council continues to support. The shopmobilities now have over 18 000 members, allowing residents and visitors to hire wheelchairs and electric scooters for use in our three town centres.
- In April 2007, the Council successfully launched its "Around Torbay" concessionary fare scheme, after withdrawing from the Devonwide scheme. "Around Torbay" allows free travel within Torbay for older people and for people with disabilities, and reduced rate travel to and from many destinations in the surrounding area. In April 2008, in common with all other local authorities, the Council will be introducing a nationwide concessionary fares scheme.

5 Responsive and equitable services

As part of our work on equality and diversity we have made positive steps to being responsive and equitable in the services we provide. This often involves providing additional services or altering services to meet the needs of others.

- Working with Gypsies and Travellers remains a key and positive issue in the Bay. Following the report on future housing needs commissioned from Plymouth University, we have worked with authorities across Devon to improve joint planning. Locally there is a strong partnership with

health and education to improve outcomes for children and adults in the community.

- Work in partnership with authorities throughout Devon has been a strong feature of understanding the needs of new migrants to the Bay. A commissioned report has been shared regionally and locally with our Torbay Strategic Partnership (TSP). Action planning includes the provision and launch of a welcome pack. Our libraries provide books in Polish and other languages and Connections offices have ensured understanding and access to services for new migrants.
- Recognising our increasing population in the Eastern European community, especially Polish, we have been proactive in providing training for front line staff in Polish, provision of information in the local Polish column in the Herald Express newspaper and more recently the publication of a Council Tax leaflet in Polish.
- The Council is signed up the National Interpreting Service to provide provision of language services and translation in service provision and consultation. We also have a signer who regularly attends sessions in Connections, the Council's customer reception areas.
- Safer Communities continues to be a strong partnership. Every summer many young people from other countries visit the Bay, attending language schools. We work with the police to ensure that they have a warm welcome and a positive experience during their stay in the area.
- Children's Services have improved educational outcomes and the broad aim to of reducing underachievement. There have been improvements in Key Stage 3 results for both boys and girls at English and Science Level 6, reducing the gender gap by 1% and 2% respectively.
- Torbay Supporting People has been awarded "Regional Champion" status by the department of Communities and Local Government for the way they involve service users. Champion status was awarded because of the way service users are involved in the development and selection of new services and in all aspects of the Supporting People programme. The Supporting People Service User Group has been involved in making information and meetings easier to understand, gathering the views of service users and are developing a service user newsletter. Training is being developed for the group on areas such as group work and interviewing other service users as part of the contract review process
- We have also developed a Housing Support Referral Hub which is a new service that provides one central point for referrals to Supporting People's housing support. The Hub will gather information on the need for services and show where the gaps are which will help with the development of new services.
- Supporting People is also setting up a new housing support service which can support thirty people with physical disability, sensory disability, acquired brain injury and/or a long term condition. This is a 'floating support' service which means support workers will support people in their homes to live independently. They can help people with issues such as form filling; claiming benefits; learning skills needed to live in their homes such as cooking, cleaning and dealing with correspondence; accessing other services; accessing employment or training; and making social contacts.
- There have also been ICT (Information, Communication and Technology) taster sessions at the Bay's Libraries. The first ICT taster session for the visually impaired took place at Torquay Library. The sessions are one to one, and two sessions of an hour each are available.

- Procurement services have ensured that equalities is built in to their Procurement Strategy and that updates are made on an annual basis. The procurement standard templates contain a minority and small to medium business enterprise monitoring form, the purpose of which is to allow the team to monitor the percentage of tender returns from this sector of the market as compared with other sectors to ensure that the Council's procurement processes are accessible to all.
- With the move towards a commissioning organisation we need to ensure that equalities is central to the procurement process and we are planning on providing training to staff to ensure that equalities monitoring is embedded within contract management.

6 Councillors and our workforce

Torbay Council is committed to addressing employment equality in a positive, practical and meaningful way for both its staff and Councillors.

- May 2007 saw all our local elections and a majority Conservative administration now work with the Mayor in the Bay. An intensive induction for all members was provided including core training on equality and diversity. This was followed up by further training in November 2007 for members to embrace further understanding of their duties and responsibilities as they relate to the changing communities of the Bay.
- Building on this the Council was awarded Charter Status for its Member Development Programme in March 2008 which includes core training for members on Equality and Diversity. We recognize that like many local authorities our gender and age balance for councillors reflects a more elderly and male profile than the population in general in Torbay
- Training for staff and awareness raising remains to enhance earlier gains. Improvements in staff awareness was reflected when we tested staff views in the all Staff Survey in 2007 – 71% of staff respondents said that they believe Torbay Council supports equal opportunities for all its employees compared to 64% in 2005. This was benchmarked against other authorities and is above the 69% UK Norm for Local Authorities and 63% for the UK Public Sector.
- We have developed our learning and used best practice elsewhere by being an active part of the Devon Mentoring Group. This helps consolidate learning and gives mutual support across Devon. Caroline Taylor, Director of Communication and Customer Services with responsibility for Equality issues, spoke at the launch of the South West Improvement Scheme on equalities - the ambition being to lift the overall performance of the South West in relation to equalities.
- Steady progress has been made on equal pay and job evaluation. A range of different jobs have had data collected on them and current work is taking place to identify unique jobs. Pay modelling and equal pay auditing is underway.
- The Council continues to link with Work Team from the Care Trust who provides a service which offers training and work opportunities for adults with learning disabilities. Some of the adults who attend the day centre are working with us to deliver part of the Council's Recruitment and Selection training programme to help raise awareness of people with disabilities and the types of reasonable adjustments that can be made. Torbay Council is also committed to the Learning

Disability Charter, as part of the SPOT (Speaking Out in Torbay) advocacy group.

- Our Human Resources Business Unit has developed its 'on-line' application process for all Torbay Council jobs and employment opportunities in order to increase cohesion by enabling people of all backgrounds to access employment with the Council.
- We have established links with a local bank to provide a service for Polish employees. Leaflets have been especially developed to assist them in setting-up a bank account which increases cohesion by helping to integrate new migrants and recognition of cultural differences within the Bay.
- In order to continue to improve consultation with minority staff groups a new process has been developed and agreed with Trade Unions to ensure that employees are consulted on regarding new policies/procedures or changes.
- We have also developed (in consultation with Trade Unions) a new Carers Support policy and Gender Re-assignment policies to help support employees and to raise awareness of significant equality issues. Changes have also been made to the Prevention of Bullying & Harassment, Grievance, Disciplinary & Capability policies to improve equality monitoring.
- An Equalities Assessment of the Workforce was undertaken in January 2008 as part of our commitment to an equitable workforce. We have used the data in comparison to an assessment of the wider workforce in the Bay. The assessment will help towards our aim to be an employer of choice by providing up-to-date data and analysis to assess our progress in relation to equalities and employment targets as well as provide recommendations for future action.

7 Listening to and involving people and partnerships

Torbay Council has developed its approach to consultation, engagement and community development over recent years and can demonstrate real improvements in this area.

- The Council has worked with a number of equality groups and networks to ensure better dialogue to drive improvements and services and community engagement. This has primarily been through the establishment of five 'hard to reach' community groups covering older persons, disability, race, sexual orientation and youth equalities strands. The main purpose of these groups is for members of the community to raise issues and concerns in service provision as well as to provide a meeting point for individuals that may feel isolated.
- We have worked to address health on issues of inequality, practical access and service review. This has included reviewing the disabled access to Care Trust premises and ensuring staff inform service users about potential issues. The Care Trust has worked to improve access for different ethnic groups, specifically access to primary health care and managing diagnostic tests for Gypsy's and Travellers and employing Community Development Workers to address mental health issues in the local BME community. The Care Trust is currently engaged in multi agency, major consultation with those from Black/ Minority ethnic backgrounds to inform our Race Equality Scheme.
- We have also worked in partnership with the Care Trust to tackle obesity through our very successful GP Exercise on Referral Scheme. This has been particularly beneficial for those on low incomes as this is a heavily subsidised service. The programme is tailor made to meet the needs

of the individual client and has delivered excellent results by combining exercise with a seminar programme of dietary advice, ongoing support structures and raising self esteem.

- Following successful activities bringing people from different generations together, notably in Brixham, a conference organized by Children's Services and the Older Person's Partnership Board and involving Age Concern England's National Inter-generational Initiative, resulted in the initiation of a new project 'Bridging the Gap' sponsored by Cllr Aiton, cabinet member for community development.
- In planning our services, the Council continues to organise monthly roadshows called Torbay Connect. The Caravan travels throughout the Bay giving local residents, visitors and businesses the opportunity to meet the Mayor, participate in consultation exercises and log enquiries about council services. The 'connections on the move' service allows us to reach those people who may not be able to travel to council reception buildings to have the confidence to enter a civic building. During 2007 we also made the Caravan more inclusive by offering new routes extending the community access to St Marychurch and the Willows.
- Our Older People's Strategy 'People First' was launched in October 2007 and emphasised the need to improve the quality of life of people aged 50+ living in Torbay. The Strategy is seen as good practice especially in an area where there is 43.1% of the population aged 50 and over.

8 Embedding equalities within Children's Services

As part of the Council's approach to equality and diversity Children's Services have made great improvements in the services they provide to the young people of the Bay.

- As part of national Youth Week in November 2007 the Youth Service organised a festival "All Different, All Equal" which enabled young people to gain an understanding of different cultures. As a result of the All Different All Equal Youth Festival, Torbay Youth Service is in the process of setting up a Youth Group in partnership with Torbay Early Years, Policy and Performance, the Monitoring Group and the Torbay Multicultural Group (IMAGINE). The first meeting of this group was held in December 2007. The Youth Service will also be organizing another multicultural event next year in conjunction with LAL Language School in Paignton.
- Also in November an International Youth Event took place which was an annual exchange with young people from Poland, Russia and Germany to raise awareness of different cultures.
- The Youth Offending Service is leading on a Community Space Challenge which is a 5 year Big Lotteries project (totalling £85,500) to work with disengaged/disaffected young people within their communities. This includes the development of community volunteers to work alongside the Youth Parliament on community based projects.
- The Youth Service supports the Inter-Faith Youth Forum which is a group of young people from different faiths who meet to learn more about different religious perspectives.
- The Standing Advisory Council on Religious Education (SACRE) has revised and extended the RE agreed syllabus and materials for schools which include a prominent place for key world faiths. SACRE arranged for the Islamic Experience exhibition, from the IQRA Trust, to visit Torbay from 22nd January to 15th February 2007. Almost 1600 pupils from schools in Torbay, Devon and Plymouth visited the exhibition.

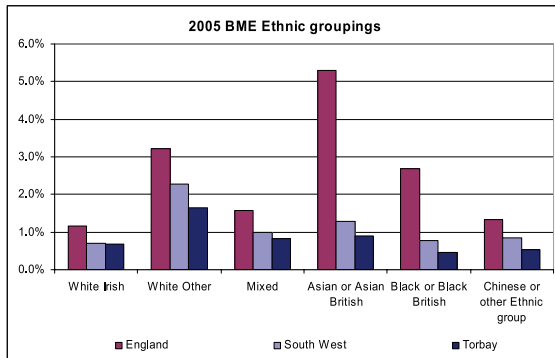
- The Valuing Diversity guidance for schools has been updated. This booklet has been updated to provide schools with advice and guidance to assist them meet their equality and community cohesion duties.
- The 2007 Torbay Schools Festival of Performing Arts celebrated the multicultural approach to music making in schools by massed performances to the public. As part of the work of the Torbay Academy of Performing Arts (TAPA) they have been seeking to raise the profile of musical activities both in school and in extra curricular work. Their work involves encouraging pupils to see music as a cohesive art form regardless of musical style or genre. Included in this work are workshops on African, Latin American, and West Indian musical traditions.
- The Youth Offending Service had a positive Inspection Report in 2007 with regards to equality and diversity issues especially in the way the service worked with all children and young people in a highly individualised way that enabled diversity needs to be identified and addressed.
- We have also worked on providing a rolling programme of equality and diversity training within our Early Years Team. A multi-disciplinary team has developed a range of training courses for Early Years & Childcare Providers. The impact of the programme with regards to improvement in services/practice will be assessed. The training is being delivered at the same time as the service is producing a strategic priorities documents specifically aimed at working with the Black and Minority Ethnic (BME) community. The document covers a range of issues including those identified in earlier completed equality impact assessments. It will also be used to focus on cross cutting equalities issues and aid the development of a wider equality and diversity strategy for the Torbay Early Years & Childcare Service.

ETHNICITY

The number of people from a black and minority ethnic (BME) group living in Torbay increased significantly between the 1991 and 2001 censuses, in 2001 accounted for 3.2% of the resident population. Since 2001 the BME population has increased further in Torbay and latest estimates are shown below.

Area	% of total population – White British	% of total population - BME
East Devon	95.55%	4.45%
England	84.72%	15.28%
Exeter	91.42%	8.58%
Mid Devon	95.78%	4.22%
North Devon	95.38%	4.62%
Plymouth	94.23%	5.77%
South Hams	95.04%	4.96%
South West	93.14%	6.86%
Teignbridge	95.27%	4.73%
Torbay	94.96%	5.04%
Torridge	95.25%	4.75%
West Devon	95.28%	4.72%

Source: 2005 MYE, ONS



Source: 2005 MYE, ONS

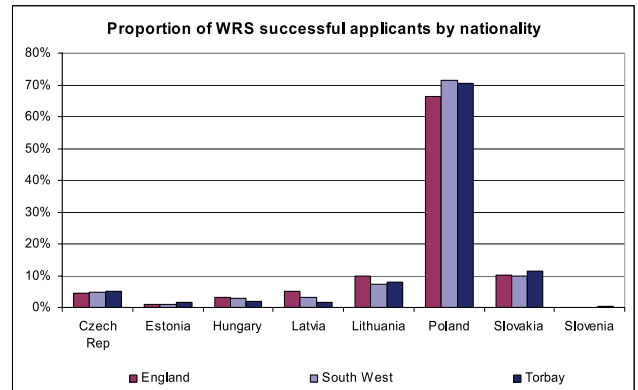
WORKER REGISTRATION SCHEME

Number of applicants to the workers registration scheme working in Torbay (May 2004 to Sept 2007) by nationality. This table shows registered workers rather than the number of applications made. Figures based on Employers address and the date the application is approved.

Nationality	Number	%
Czech Rep	60	5.0%
Estonia	18	1.5%
Hungary	23	1.9%
Latvia	18	1.5%
Lithuania	98	8.2%
Poland	855	71.3%
Slovakia	137	11.4%
Slovenia	2	0.2%
Total	1,200	100.0%

Source: Home Office – Because of rounding and confidentiality, figures may not add up to totals shown.

The distribution of applicants for Torbay is similar to both the regional and England distribution.



Source: Home Office

RELIGION

Area	% of People stating religion as: Christian	% of People stating religion as: No religion
East Devon	77.85%	13.89%
England	71.74%	14.59%
Exeter	69.12%	20.45%
Mid Devon	75.40%	15.98%
North Devon	75.11%	15.95%
Plymouth	73.56%	18.27%
South Hams	74.68%	16.53%
South West	73.99%	16.75%
Teignbridge	75.56%	15.68%
Torbay	76.19%	14.91%
Torridge	75.54%	15.62%
West Devon	76.42%	15.41%

Source: 2001 Census, ONS

Performance Comparison Equalities PIs

Code	Title	+/-	Actual 06:07	Quartile 06:07	Target 07:08	Actual 07:08	Status 07:08	Change on 06:07	Target 08:09	Notes
BV002a	The level of the Equality Standard for Local Government to which the authority conforms.	+	2		3	3	On Target	↑	3	(2007 - 2008) Level 3 attained on 19th March 2008 following an external peer review inspection by the IdeA. (Zw)
BV002b	The duty to promote race equality	+	84.20%		100%	84%	Below Target	↔	100%	(2007 - 2008) Estimate at present. (Zw)
BV011a	The percentage of top 5% of earners that are women.	+	37.89%		33.00%	40.00%	Well Above Target	↑	34%	
BV011b	The percentage of top 5% of earners from black and minority ethnic communities.	+	2.67%		3.00%	2.90%	On Target	↑	3%	(Quarter 4) Although still below the target level this has been steadily rising over the past year. (RS)
BV011c	The percentage of top 5% of earners with a disability	+	1.64%		2.00%	1.82%	Below Target	↑	2%	(Quarter 4) As the numbers involved in this cohort are small, fractional variations can, and have had a disproportionate effect as over this year, moving the result below the target level with the loss of just one member of staff. (RS)
BV016a	% disabled Employees compared with economically active disabled	+	18.01%			17.33%	No Target	↓		
BV017a	Percentage of ethnic employees compared with economically active ethnic	+	97%				Data not entered			
BV053	Intensive home care	+	9.60		10.20	6.34	Well Below Target	↓	12.10	
BV054	Older people helped to live at home	+	86.10		92.00	98.80	Above Target	↑	102.00	(October) Currently exceeding plan, initial data validation has established the reporting extract to be robust. There may be a link between the low levels of recorded reviews as there may be significant numbers of open services included where review activity would be likely to amend or end services. C32 performance may therefore be affected when levels of review activity increase. (Pw)
BV156	% of Authority Buildings open to public suitable and accessible to disabled persons	+	46%		50.00%	50.00%	On Target	↑	50%	(Quarter 1) expect to achieve 54 % before year end through work taking place on two buildings. (PT)
BV165	Percentage of pedestrian crossings with facilities for disabled people.	+	81.70%		80%	83%	On Target	↑	85%	
BV174	The number of racial incidents recorded by the authority per 100,000 population	+	24.84		40.00	23.27	Well Below Target	↓	40.00	(Quarter 4) We need to review the target for future years in line with the recorded trend in incidents (MR)
BV175	The % of racial incidents that result in further action.	+	100.00%		100.00%	100.00%	On Target	↔	100%	
BV225	Actions Against Domestic Violence	+	77%		85%	82%	On Target	↑	86%	(2007) Of the 11 questions, 9 were achieved. (GH)



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