

Appendix A



Public Sector Equality Duty

EQUALITY PROGRESS REPORT 2021

(April 2020 – March 2021)

Everyone Different Everyone Matters: Meeting the Equality Duty

2021 Progress Report

1. Introduction

The Equality Act 2010 came into force in April 2011 and created a new public sector duty ('Equality Duty'). The Equality Act requires public authorities, like Calderdale Council, to publish relevant information to demonstrate their compliance with the 'Equality Duty' and report progress on their locally agreed equality objectives.

This report shows how as a Council we are implementing our 'Equality Duty' and sets out our progress on delivering our six corporate equality objectives; it also describes the wider equalities work undertaken in the period April 2020 – March 2021.

2. Background

2.1 Public Sector Equality Duty

The public sector equality duty (the equality duty) is made up of a general duty which is supported by specific duties. The general duty requires public organisations in carrying out their business to have due regard to the need to:

- i. **Eliminate discrimination, harassment and victimisation** and any other conduct that is prohibited by or under this Act;
- ii. **Advance equality of opportunity** between persons who share a relevant protected characteristic and persons who do not share it;
- iii. **Foster good relations** between people who share a relevant protected characteristic and those who do not share it.

The general duty requires public authorities to understand the impact of their policies and practices on people with protected characteristics. Collecting and analysing equality information is an important way for public authorities to develop this understanding. It requires public authorities to consider the needs of these protected groups in, for example, employment and when designing and delivering services.

The protected characteristics covered by the Equality Duty are: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation. The duty to have due regard to the need to eliminate discrimination also covers marriage and civil partnerships (in relation to employment).

2.2 Calderdale Demographic Profile

Data collected by the Census is used to provide statistical outputs which central government uses to plan and allocate local authority services funding, and which local authorities, such as Calderdale Council, along with other surveys, use to identify and meet the needs of their local communities.

The 2021 Census of Population and Housing in England and Wales took place on 21 March 2021, however, statistics from the 2021 Census are to be released in stages over the next year. To provide a full overview of the local population this report includes newly published and older available data from the Census 2011.

a. Population Size

In June 2021 the Office for National Statistics (ONS) published its 2020 mid-year population estimates. According to ONS there are 211,400 people in Calderdale (ONS 2020 Mid-year population estimates). This is an increase of approximately 7,500 people since the 2011 Census.

b. Age

In 2011 the overall number of people 65+ in the district rose by 8% to 32,400 compared with the number aged 65+ in 2001, and the working age population (15 to 64) also increased by 8%, to 133,900. However, the number of children and young people (0 to 14) fell by 2.5%, to 37,500.

According to the 2011 Census, Calderdale had a higher child population than England and Wales, a lower 'young-adult' population, a larger 'middle-aged' population aged 45-64 and an older population group below the national average. This position has not changed, using ONS 2020 Mid-year population in Calderdale 5.5% of residents are in the 20 to 24 age group compared with 6.1% in England, while 28% of Calderdale residents are in the 45 to 64 age group compared with 26% for England.

In January 2020 the Schools Census indicated that there were 36,343 pupils (20,528 primary and 15,815 secondary school pupils) on roll at 86 primary (of which 2 are special schools), 12 secondary (of which one is a special school) and two all through schools and academies. Compared to January 2019 we have seen a decrease of 101 in primary school pupils and an increase of 160 secondary school pupils resulting in an increase of 59 in the overall school population.

c. Disability

In December 2020 24.0% (30,700) of Calderdale residents aged 16 to 64 had a core or work-limiting disability as defined by the Equality Act 2010. This compares with 21.3% in England. (Annual Population Survey).

Using the data source: <https://www.calderdale.gov.uk/v2/residents/health-and-social-care/joint-strategic-needs-assessment/calderdale-demographic-information#disability> (November 2020):

- 6,012 (4.6%) of Calderdale's residents aged 16 to 64 received Employment Support Allowance and its predecessor Incapacity Benefit.

This is a benefit that is available to working age people with severe ill-health and/or disability which is gradually being replaced by Universal Credit (so numbers are falling).

- 8,326 (6.4%) Calderdale residents aged 16 to 64 were in receipt of Disability Living Allowance and its successor Personal Independence Payment (non-means tested benefits). This benefit aims to help people up to the age of 65 with some of the mobility and care costs of long-term illness and disability.
- 3,956 (9.8%) people aged 65 years old and over were entitled to Attendance Allowance (non-means tested benefit) paid to people aged 65 years old and over who are severely disabled.

In relation to young people and children the Calderdale Disabled Children's Census figures revealed that around 1,500 (3%) of resident children had their day-to-day activities limited by a long-term health condition or disability and that around 2,900 children in Calderdale had a disability (Midyear sub national population estimates 2015).

As at March 2019 there were 1259 Calderdale funded children and young people aged 0-25 with Education, Health and Care Plans (EHCPs). The Calderdale figure of 2.8% of children and young people was lower than the average of 3.2% in All English single tier local authorities (Calderdale SEND Strategy 2019- 2022).

The main primary needs of Calderdale funded pupils with EHCPs are:

- 21.9% ASD – Autistic Spectrum Disorder
- 18.3% SLD – Severe Learning Difficulties
- 16.5% SLCN – Speech, Language & Communication Need
- 9.8% SEMH – Social, Emotional and Mental Health
- 9.8% MLD – Moderate Learning Difficulty
- 6.1% PMLD – Profound and Multiple Learning Difficulties
- 6.1% PD – Physical Disability
- 11.5% All Other Type

In Calderdale there are approximately 20,000 carers - about 10% of the population (Calderdale All Age Disability Strategy 2017-18)

d. Sex

The population breakdown between females and males shows there were 104,200 females and 99,600 males resident in Calderdale on Census day, 27 March 2011. The major difference in numbers comes in the older age-groups, and the key determinant is the higher life expectancy of women.

The male population of Calderdale increased by 7.1%, compared with an increase of 4.8% for the female population.

e. Marriage and Civil Partnerships

The 2011 Census found that there were 491 people in a registered same-sex civil partnerships across Calderdale (0.3% of the population).

Ward level data shows a higher proportion registered in same-sex civil partnership in Calder (1.13%), Luddendenfoot (0.67%) and Todmorden (0.45%). Since 5th December 2005 we have held 231 civil partnership ceremonies in Calderdale of which six took place over the period April 2020 – March 2021.

176 same sex marriage ceremonies have also taken place since 13th March 2014, when legislation came into effect, with three same sex ceremonies (out of a total 102) taking place during April 2020 – March 2021.

Civil Partnerships were open to opposite sex couples from 31st December 2019, 23 opposite sex civil partnerships took place between 31st December 2019 – 31st March 2021, with five taking place between April 2020 – March 2021.

The number of ceremonies overall was greatly reduced due to the pandemic, and several of those that happened were with a number of restrictions in place on content, number of guests etc. Most couples decided to postpone, which is reflected in the number of ceremonies taking place over the period covered by the report.

f. Pregnancy and Maternity

While the fertility rate in Calderdale continues to be just above the Yorkshire and Humber average, new births in Calderdale to mothers who were born outside the UK remain lower than the average of 21% for Yorkshire and Humber, at 16% of all new births in 2019 (Migration Yorkshire, 2020).

g. Race

The white population fell slightly from 93% in 2001 to 89.7% in 2011. Individuals of mixed heritage increased from 0.8% to 1.3%, individuals of Asian/British Asian heritage increased from 5.8% to 8.3%, individuals of Black/Black British heritage from 0.1% to 0.4% and those of other ethnic backgrounds from 0.2% to 0.3%.

According to the Census 2011 in Calderdale 15.6% of 0- to 4-year-olds and 13.4% of 5- to 14-year-olds were Asian. The pensioner population was largely white with less than 3% of this age group comprising of Black, Asian and Minority Ethnicity groups.

The growth in Calderdale's population in recent years has, to a substantial degree, been the result of migration into Calderdale from other parts of the UK, in contrast to most of the 1990s, when Calderdale lost population to the rest of the country.

Growth amongst the Pakistani and Indian communities is principally "natural growth"(that is, births minus deaths), that of the White Other grouping is likely to reflect increased international migration, in part from the EU accession states in Central and Eastern Europe.

Since 2014 Calderdale has resettled 50 individuals from Syria as part of its commitment to support the national Vulnerable Persons Resettlement Scheme.

From Census 2011 statistics obtained from Migration Yorkshire:

- Around 15 200 people resident in Calderdale on census day were born outside the UK.
- Just over 780 people resident in Calderdale arrived during 2010 and 2011; this equates to 5% of the non-UK born population and is much lower than the average for the Yorkshire and Humber region of 9%
- Most non-UK born residents in Calderdale arrived as children or up to the age of 45. 20-24 years was the most common age range on arrival and was selected by a fifth [21%] of current non-UK born residents as their age on arrival
- 9100 residents arrived over ten years ago, or 60% of non-UK born Calderdale residents – higher than the regional average of 47%
- There are more residents in Calderdale who were born in a third country [outside the EU] than were born in the EU [10 800 compared to 4200 respectively], but this difference is not quite as great as the regional average.
- Like most areas Asia is dominant among ten world regions of birth followed by the EU but the EU is the most common passport type; this may reflect the fact that many Asian-born residents have British citizenship. Ireland is also a significant passport type, accounting for 0.5% [just over 1000] of all passport-holders in Calderdale.
- Pakistan is the most common country of birth for non-UK born residents, far higher than the next countries, Poland and Ireland.
- ‘Asian’ is the predominant minority ethnic group – as it was in 2001
- The biggest growth in minority ethnic groups since the 2001 census depends on whether you look at absolute numbers or the proportion of the population:
 - ‘Asian’ rose by the greatest number [4666 individuals: from 10942 in 2001 to 15608 in 2011, but grew by less than half from 5.7% of the population to 7.7%].
 - ‘Chinese & Other’ saw the biggest proportional increase [a three-fold increase from 0.3% to 0.9%, but only 1254 more individuals, from 481 to 1735 people].
- In 94% of households, all adults have English as a main language – just above the regional average of 93%. Only in 2% of households does nobody have English as a main language.

From statistics obtained from Migration Yorkshire (2020 published report)

- The non-British population comprises 4% of the community, compared to an average of 7% for the Yorkshire and Humber region
- Those who were not born in the UK form 7% of Calderdale’s population, below the 10% average for Yorkshire and Humber as a whole and have settled particularly in Park, Warley and Skircoat wards. Almost two thirds are from outside the EU
- Around 5,200 pupils at school in Calderdale have a first language that is not English. This is equivalent to 16% of primary pupils and 13% of secondary pupils; slightly below the Yorkshire and Humber averages of 18% and 14% respectively.
- 5 in every 1,000 new GP registrations in Calderdale are made by people who previously lived abroad, compared with an average of 10 per 1,000 across Yorkshire and Humber

- Net migration to Calderdale was less than 470 in 2019; a small decrease on the previous year.
- The overall number of new migrant workers arriving in Calderdale in 2019 was just over 700, an increase of around 120 compared to the previous year, with the greatest increase in arrivals coming from new commonwealth countries. India showed the greatest change with around 50 more arrivals than in 2018.
- The number of new migrant workers from EU accession countries was around 130 in 2019, a decrease on the previous year.
- Workers from non-accession countries increased by over 150 to 550
- In relation to work, India remained the top country of origin with 180 arrivals in 2019, followed by Pakistan with 109, and Romania with 43 arrivals.
- Published Home Office figures show that at the end of December 2020, 344 asylum seekers were housed and supported in Calderdale through the Home Office dispersal system while awaiting a decision on their claim. (339 people were accommodated and five people receiving subsistence-only support).
- There were fewer than ten unaccompanied asylum-seeking children being looked after by the local authority at the end of March 2020.

h. Religion or Belief

The 2011 Census saw an increase in the following faiths: Buddhist, Hindu, Muslim and Sikh, the largest increase was for Muslims which rose by 2% in 2001 to 7.3% in 2011. Similar to the national picture, Muslims continue to form the second largest practising faith in Calderdale. Although Christians remain the largest faith at 56.3%, this number has declined; in 2001 this figure was 69.6%. The percentage of people identifying as Jewish has remained the same for the period 2001 to 2011. Individuals declaring no religion increased significantly from 16.4% to 28.1%.

i Sexual Orientation

The LGBT charity Stonewall has suggested nationally the population of Lesbian, Gay or Bisexual (LGB) is between 5% and 7% while others have put it as high as one in 10. If the Stonewall proportion was applied to Calderdale using Census 2011 data this would equate to approximately 12,096 to 14,112 LGBT people in Calderdale.

j. Socio-economic data

Calderdale's diverse communities contain contrasts of affluence and poverty. Areas with the highest levels of multiple deprivation are within the Halifax wards of Park, Ovenden, Illingworth & Mixenden and Town. Significant pockets of deprivation are also found in other wards. For those affected, particularly outside Halifax, difficulties with transport and access compound other aspects of social exclusion.

3. Compliance with the Public Sector Equality Duty

3.1 Due Regard

Calderdale Council is firmly committed to the principle of equality of opportunity. We are committed to delivering services that meet the needs of all our diverse communities and ensuring fair and equal access for all. We ensure we pay due

regard to the public sector equality duty when making decisions about overarching policies, budget and general decisions which affect staff and customers.

Examples of where we have given due regard and advanced equality of opportunity resulting in service improvements during the Covid-19 pandemic/timeline of the report include:

Customer First

From the start of the pandemic, Customer First have been working remotely but still supporting customers over the phone, via email and through Live Chat. In July 2020, they became responsible for the Covid helpline, assisting customers with a range of queries from financial hardship to help with self-isolating. Part of this service was triaging enquiries where support from partner agencies, voluntary sector or colleagues in Adult Health and Social Care was required. In January 2021, the team were central to the vaccine roll out in Calderdale, assisting clinically extremely vulnerable customers to book their vaccine online.

When lockdown allowed it, dedicated advisers were available in libraries to assist customers with a number of activities such as benefit and blue badge applications - over 600 customers received this support. As well as in-house Digital support, Customer First staff also signposted customers to the Digital Skills courses available through partner agencies. Customers continue to increasingly complete their transactions online with more customers than ever completing integrated e-forms when reporting issues or making an application. There have also been big increases in the number of customers who are signed up for paperless billing, customer account and collection day reminders.

Register Office

Following the Register Office reopening after the first lockdown, registering a birth has been a very different experience for staff and customers alike. Previously parents would arrange an appointment to come to the office to provide information about their baby, and everything would be done face to face with them at that point. Now the Register Service is asking them to complete an online form, and then ringing them to check the details and take payment for any certificates. This means that the face-to-face part of the appointment is as short as possible, minimising contact for everyone involved.

As well as this being a safe and efficient way of doing things, feedback received from parents has been really positive. A lady registering her third baby, who had previous experience of the 'old way' of doing things said she found completing the online form prior to the appointment really helpful. It meant that she and her husband could consider the information they were giving carefully and check it was all correct. She had an unusual surname, which people often spelt incorrectly, so she was much more confident about getting this right. On coming to the office for the appointment she felt very safe and comfortable with the measures put in place. She also really appreciated the work prior to the appointment that kept her face-to-face contact to a minimum. Out of the three appointments she had had, she felt this was the best one.

Shibden Hall and the Museums Service

Shibden Hall is home to the known lesbian Anne Lister (1791-1840) who detailed her life and relationships in her diaries. While Shibden Hall remained closed for Anne Lister's birthday for the second year running due to COVID-19, the Council's Museums Service released new content and films on social media over the Easter weekend. Resources on the website were shared and included a 3D virtual tour of Shibden, Anne Lister's diary entries for her birthday, a full biography of Anne and other resources to learn more about her extraordinary life. A new podcast by Calderdale Libraries with three episodes about Anne Lister and Shibden Hall was also promoted.

Reopening again on 17th May 2021 in line with the government roadmap and guidelines the service continues to provide a safe and welcoming environment for all visitors. As part of this new gates and CCTV has been installed to enhance security for the buildings and visitors. CAFM, Parks, Countryside and Community Wardens are working closely with museums to provide a great visitor experience all round. Improvements are being made to alternative access for disabled visitors including virtual tours of our sites accessible online.

Day Services

The Council's Day Services team supports older people and adults with learning disabilities with complex needs in a day and community setting (such as day centre's) with activities, meals and personal care. Whilst these settings were temporarily closed during the pandemic for safety reasons, support continued in new ways and staff carried out additional roles to help with the wider social care response to the pandemic.

This resulted in over 50 team members being flexible to change in relation to where they worked and what they did from one day to the next, depending on where the need was highest – including in residential and nursing homes, in the homelessness service and in the ground-breaking facility at Cedar Court Hotel in Halifax, where vulnerable people whose usual care had been disrupted could stay and take part in a range of activities.

Calderdale BAME Covid-19 Action Plan

In April 2020, the Calderdale BAME Covid-19 Action Plan was created through various conversations with community members and groups, to understand the impact and the needs of the BAME communities throughout the pandemic. Actions to address inequality and further equitable outcomes have been agreed and are being progressed.

3.2 Equality monitoring

We recognise the importance of the equality monitoring of our services, functions and employment practices. We continue to develop our mechanisms for improving the way we carry out equality monitoring.

The data we collect (a few examples given below) is used to inform learning and understanding of the impact of our services, functions and policies on our communities and is also used to inform equality impact assessments and business planning and improvement.

a. Schools Data

Analysis of the school data collected in January 2021 (including special schools) shows that the Calderdale school population is becoming more diverse:

- 76.0% of primary and 74.6% of secondary school pupils (76.2% and 75.5% in Jan 2020) were from a White background while 23.3% of primary and 24.8% in secondary school were from a minority ethnic background (23.2% and 23.6% in Jan 2020).
- English was an additional language for 15.5% of pupils at secondary school level and 15.9% primary school (12.7% and 16.0% in Jan 2020). Crossley Heath School saw a significant increase in the number of pupils with English as an additional language increasing from 11.8% in 2020 to 51.2% in 2021.
- 12.6% of secondary school pupils and 12.3% of primary school pupils have special educational needs (12.9% and 12.6% in Jan 2020).
- The figure for pupils eligible for school meals increased and was higher in primary school 23.4% than secondary 19.7% (20.5% and 17.1% in 2020)

Due to the impact of Covid-19 in 2020, there were no assessments undertaken in any school (primary or secondary) for the year, for that reason it was not possible to provide an update with regard to pupil attainment.

b. Anti-social behaviour (ASB)

ASB is a broad term used to describe the day-to-day incidents of crime, nuisance and disorder that make many people's lives a misery – from vandalism, to public drunkenness or aggressive dogs and noisy or abusive neighbours.

In terms of ASB that reflects harassment, alarm and distress that residents within Calderdale encounter, during the period 1st April 2020 to 31st March 2021 inclusive, 20 vulnerable cases were received, two of which were classed as highly vulnerable. In this timeline the ASB Team assessed 7,918 calls to service with many related to the Covid19 pandemic.

As part of these 28 warning letters were issued, 44 referrals made to the ASB panel, 16 young people under 18 referred, 6 Acceptable Behaviour Contracts (ABCs - voluntary written agreements) and 6 Anti-Social Behaviour Injunctions /Criminal Behaviour Orders (ASBIs/ CBOs) were issued.

People's day-to-day routines and working practices have changed significantly during the pandemic and the impact of a far greater number of people working from home, has made them aware of issues they would usually be unaware of when working away or in their direct place of work. Noise and general disturbances have been the contributing significant factor.

c. Compliments and complaints

During 1st April 2020 to 31st March 2021 the Council's Complaints feedback system logged the following ethnicity of complainants:

ETHNICITY	Total
White	8
White British	12
Pakistani	11
Other ethnic groups	3
Not stated	5
Other	0

39 complaints were received in total with 28% of complainants being of a Pakistani ethnicity. This latter figure is significantly higher than previous years and disproportionate when compared to the overall Pakistani population (6.8% Census 2011). Many of these complaints relate to business owners being declined a Covid business grant* or being issued with a Covid fine. The mechanism of appealing a Covid fine was through the complaints process.

* Government funding was made available for Calderdale Council to issue grants to help businesses minimise the impact of COVID-19. This included small business grant funding of £10,000 and a grant of £25,000 for retail, hospitality and leisure businesses, subject to qualifying criteria.

3.3 Performance Management and Scrutiny

As part of the statutory requirements of the Equality Act 2010, the Council agreed the following equality objectives in 2016/17.

1. The Council's work environment and services are accessible and capable of responding to the different and changing needs of our communities
2. Vulnerable communities and individuals are supported to achieve and develop safe, healthy and resilient communities
3. Economic inequalities are addressed with partners to tackle low pay and support inclusive growth
4. The Councils workforce is committed to equality and is reflective of the diverse communities it serves
5. Equality is promoted in partnerships, procurement and when commissioning our services
6. The heritage and diversity of Calderdale is celebrated, and good relations are fostered between people of different backgrounds

Progress against the six equality objectives 2017-2021 can be found at Appendix 1.

The Council's draft equality objectives 2021-2025 were consulted upon earlier this year and will be presented to Cabinet for consideration and agreement alongside this report.

It is important to note that these are corporate objectives and they do not reflect all the equality work/ good practise being carried out by the Council. Progress on the equality objectives is reviewed on an annual basis by members of the Council's Corporate Equality Group and Council Cabinet and published on the Council's web site in the form of this annual report.

The Corporate Equality Group, whose membership includes identified Directorate Equality Champions and representatives from the BAME, disability and LGBT staff networks and the trade Union Unison, meets quarterly to review equality performance and ensure a consistent approach to equality across the Council.

One of the main ways in which we are mainstreaming equality into day-to-day activity is by using the Equality Impact Assessment (EIA) process to help determine where our business has a relevance to equality. With that information we are building equality into our business processes supported by an on-line internal Equality Impact Assessment (EIA) register which continues to be updated as Council policies and practises are developed and reviewed. The register enables Managers to better plan and monitor completion of actions identified in initial EIA's.

4. Workforce

Part of the equality duty on Calderdale Council as a public authority is to publish information that demonstrates we are meeting our responsibilities as an employer. Workforce analysis and gender pay analysis reports are published as separate documents alongside and supporting this document. Similar to last year we have included some referencing to the ethnicity pay gap within the gender pay gap report.

5. Conclusion

Calderdale Council is committed to providing excellent customer service and to providing fair, inclusive and accessible services that are tailored to meet the needs of our residents and the diverse communities living in its borough. We recognise that tackling inequality is crucial to increasing fairness and social cohesion, reducing health problems and helping people to have independence and control over their lives.

Since early 2020, the impact of the Covid-19 pandemic has meant significant changes to the way functionalities and services have been delivered at Calderdale Council.

The pandemic impacted significantly on work being undertaken to fulfil our equality objectives, delaying some work but also generating new activity to reduce the impact of the pandemic on disadvantaged groups and promote equality during this unprecedented period.

This progress report, like previous years, provides a detailed insight into our ongoing commitment to equality. Appendix 1 highlights the Council's achievements in relation to its equality objectives and sets out examples describing the different ways we have sought to and are continuing to ensure that services are fair, inclusive and accessible. The report also reflects activity undertaken by the many partnerships that the Council supports and/or leads.

Tackling inequality remains a clear priority for the Council. Through our Covid recovery plans and by giving 'Due Regard' to equality through business planning and our work programmes we are committed to build back fairer and ensure just outcomes for our staff and the diverse communities that we serve.

For further information contact: The Cohesion and Equality Team;
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Appendix 1

Progress against Calderdale Council's Corporate Equality Objectives (April 2020 to March 2021)

(Note: this is not an exhaustive list of actions)

Objective	Progress
<p>1. The Council's work environment and services are accessible and capable of responding to the different and changing needs of our communities</p> <p><u>Why we feel this is a priority</u> We know that some groups and communities are under-represented as users of our services. Providing fair and easy access to Council services is an important part of meeting our duties under the Equality Act 2010. As an employer we also want to design out</p>	<p>EU Resettlement Scheme ID Verification Following the decision that the UK would be leaving the European Union (EU) EU citizens have been supported to apply to the EU Settlement Scheme to provide lawful residence status (either settled or pre-settled status) under the UK immigration rules. Neighbourhoods and Customer First staff have worked in collaboration with Jubilee Children's Centre and Halifax Opportunities Trust to raise awareness of the scheme and signpost people to targeted community outreach sessions where Customer First staff have assisted people with ID verification free of charge. The benefit of registration is that it allows people to continue to be eligible for public services, such as healthcare and schools, and to be able to access public funds and pensions. Individuals who register can also apply for British citizenship if they meet the relevant requirements and want to apply.</p> <p>The Live Chat Service The Live Chat service part of the Contact Centre enables residents to contact the Council's Customer Service Care Advisers 24 hours a day, seven days a week, thereby providing a real-time prompt response to customers who have access to a smart phone or internet. The service has benefited the deaf community and individuals for whom English is not their first language. In addition to Live Chat, the Digital Assistant (VIRA) which uses artificial intelligence and machine learning to respond to straight forward enquiries has freed up and enabled advisers to respond to customers who have queries that are more complex.</p> <p>Supporting library users The closure of library buildings during lockdown meant that the Council had to find new ways of connecting with its public. With characteristic enthusiasm, the Local Studies Team took to YouTube to share its knowledge and passion for Calderdale and its history covering all manner of subjects from the Cragg Vale</p>

Objective	Progress
<p>inaccessibility in our built environment.</p>	<p>Coiners, to the history of libraries in Calderdale. As a result local history videos, free to view, had more than 3,500 views; and the service received some wonderful compliments from appreciative viewers.</p> <p>During the pandemic, a member of the Information Services team also offered support to customers identified as vulnerable, particularly those known to the library service through Central Library Job Club. Support included: weekly phone contact with individuals to check they were coping and had the basics they needed; liaison with and referrals to Customer First; sign-posting to other agencies; assistance with accessing non-statutory agencies; linking people with sources of food parcels; linking people with local councillors; assisting with a secondary school application; information provision, including sharing information about changes in job-seeking requirements from the DWP and information about COVID grants.</p> <p>Bereavement Services</p> <p>The Bereavement Services has continued to be accessible to all communities on a 24/7 basis, 365 days a year and in doing has continued to be able to support the needs of all religious communities.</p> <p>During the COVID pandemic the service has had to adapt to meet changing government and public health requirements. As numbers of attendees were restricted in line with government requirements a decision was taken to reduce fees for web broadcasts to a cost only basis to enable as many family members and friends to still be able to view the funeral service. Cremation charges were also reduced to match the fee for a simple cremation to reflect the reduced attendance.</p> <p>Bereaved families were able to attend a short outdoor service for cremations at Park Wood Crematorium, enabling them to say goodbye to their loved ones whilst protecting people's safety through social distancing outdoors. Calderdale Council changed its approach to cremations providing extra support to grieving families and giving up to 10 mourners the chance to formally pay their respects at the extremely difficult time. Cremations booked from Monday 6 April 2020 onwards were to take place with no chapel services and no mourners present, as it was becoming increasingly difficult to prevent the spread of the virus inside the chapel, however it was decided that from the 6 April 2020 onwards, up to 10 mourners were allowed to gather outside the chapel and pay their respects whilst accompanying their loved one's coffin up to the chapel entrance, and whilst an officiant conducted a short outdoor service.</p>

Objective	Progress
	<p>Calderdale Register Office Community Registrars, four volunteers recruited from the Calderdale Council of Mosques, who are trained to issue the paperwork needed for funerals to take place have continued to enable funerals to go ahead in a timely manner outside of office hours to meet the religious needs of the communities it served. The service continues to be received positively by the community enhancing the reputation of the bereavement and registrar services and Calderdale Council.</p> <p>As well as supporting the above, the Register Office also carries out same sex marriages and opposite sex civil partnerships. Following the UK's withdrawal from the EU, on the 31st of December 2020, staff have undergone training to take notices of marriage and civil partnership for people who are non-British or EEA nationals. These were previously undertaken by specially designated register offices, but from the 1st of July 2021 all register offices will be required to provide this service.</p> <p>Additional SEND Provision The Council has invested £1million as part of its capital programme to refurbish and remodel the former Luddenden Youth Centre – creating additional special educational needs and disability (SEND) provision at Wood Bank Special School. The site has been transformed into a state-of-the-art, learning environment, providing improved and fit-for-purpose facilities for 21st Century teaching. The needs of Wood Bank's students and teachers have been fully considered throughout the project and new facilities include accessible doorways, ramps, low level smart boards, mobility bays for charging wheelchairs, a lift to the upper level, sensitive lighting, hoists in the classrooms and hygiene room and an accessible link path to the main school. Despite complications with the project delivery due to COVID restrictions and difficulties of working throughout bad weather, the new facility was completed on schedule in February 2021. Due to COVID restrictions it was initially available for the children of key workers, but following the return of all pupils to education, is now being fully used.</p> <p>Domestic Abuse Partnership Work Before the Covid pandemic Halifax Central Initiative and the Women's Centre were working together to increase reach out to local women, including BAME communities who would not or were not able to attend the Women's Centre located in the Town Centre. Bi-lingual staff were available to support drop-in</p>

Objective	Progress
	<p>sessions. During the pandemic communities were encouraged to contact staff through telephone, via an email and WhatsApp who then signposted them to services..</p> <p>Equipment store helps people live independently The community equipment ordering system implemented in 2019 has been invaluable in supporting the loan store in managing increased demand for community equipment during the Covid Pandemic. It has helped to facilitate discharge from hospital and for people to remain independent in their homes. The loan store has been able to maintain delivery timescales during the pressures of the pandemic. The new system has effectively supported referral management, delivery scheduling and warehouse stock management.</p> <p>Calderdale's equipment loan store moved to a new location during the pandemic in March 2020. The move to the new site has provided the loan store with improved facilities, further improving the quality of service. In addition, the loan store has also recently replaced its delivery fleet with new cleaner, greener hybrid vehicles, contributing to reducing carbon emissions within the community.</p> <p>Supported accommodation Between April 2020 and March 2021 the commissioning team continued to work to improve the quality and accessibility of supported housing. Although schemes were delayed due to COVID work progressed where possible. The Yew Tree, a new build was completed in Northowram : the 3 rooms were designed around the individual needs of tenants to ensure they were fully accessible. Work included commissioning large bedrooms with spacious en-suite accommodation and included lighting within an adapted bath to meet sensory needs. Assistive technology was included to maximise the independence of the tenants, this included automatic blinds and doors that can be controlled by switches or ipads. One of the tenants has a visual impairment and specific paint colours have been used to maximise her safety and independence. Work has continued on a development of 14 apartments at The Courthouse, this includes two ground floor apartments with independent external access that can be offered to people who use a wheelchair.</p> <p>Addressing the lack of suitable and accessible accommodation for the ageing population The Council has continued to provide a cross-directorate approach to ensuring the right type of accessible and suitable accommodation is available for the growing ageing population in Calderdale. Based on current demographic forecasts for Calderdale there is a need to rapidly expand the capacity for extra care</p>

Objective	Progress
	<p>housing. Housing and Adults & Children’s Service continue to take a co-ordinated approach towards the provision of services for vulnerable people of all ages including a shared view on what housing models for vulnerable people should be encouraged, helping to promote independent living, whilst providing necessary support.</p> <p>Calderdale’s 5th scheme, Railway Bridge View, located at Bramston Street, Rastrick provides 65 apartments for adults with care and support needs, including 42 x one bed and 23 x two bed apartments. 10 of the apartments being “dementia ready” and suitable for residents with dementia. The scheme environment is designed to support adults with dementia and their carers to remain independent for as long as possible. The plans include 5 shared ownership apartments which allow people to part own an apartment, potentially freeing up equity in their existing family sized home. The scheme due to complete in Autumn 2021 will welcome residents in the new year. A number of sub-groups have been formed to support the scheme implementation.</p> <p>Future schemes in the pipeline include Ferney Lee, the site of a former residential care in Todmorden. Cabinet approval was granted in March for disposal of the site to a Registered Provider for the provision of Extra Care Housing. The Council will work with a Registered Provider who has experience in the delivery of extra care housing, to design and implement the scheme.</p> <p>Whilst a Registered Provider was engaged to deliver the Furness Avenue Extra Care scheme, unfortunately the provider withdrew and the site will now be included in the future masterplanning work for the North Halifax Transformation; a scheme to promote the development of land owned by the Council in Illingworth, Ovenden and Mixenden. The aim of the project is to get at least 250 new age-friendly, sustainable homes built for people at different life stages. Housing and Adults & Children’s Services would still like to see Extra Care provision delivered at this site. Unlike traditional schemes which have age restrictions, it is expected that this scheme will be ‘ageless’ with the aim of supporting adults of any age who will benefit from this type of accommodation and support. All of the planned schemes are located within existing communities, ensuring that people continue to feel part of and connected to the community.</p> <p>Creating accessible premises that support inclusion and are easy to use by all. The highways service tries to ensure that access to the highway (and to places that they connect) is freely</p>

Objective	Progress
	<p>available to everyone but due to the topography of Calderdale this can on occasions be limited, particularly for wheelchair users and those with mobility issues. Supported by designs that are in accordance with relevant technical advice, measures have been put in place to address this wherever possible; this includes dropped crossings, tactile paving, rotating cones etc.</p> <p>Victoria Theatre The lower floor (Stalls area of the theatre) is fully accessible, however, significant services and opportunities for cultural engagement are delivered on the second floor of the venue and in the main bar areas which currently are not fully accessible. The Theatre is progressing a capital programme aimed at resolving the existing access issues to the second floor to ensure the service becomes fully accessible, the programme will also seek to resolve issues for employees with mobility issues who currently cannot access existing office provision and workspaces in the venue.</p>
<p>2. Vulnerable communities and individuals are supported to achieve and develop safe, healthy and resilient communities</p> <p><u>Why we feel this is a priority</u> Many older, vulnerable or disadvantaged people can have lower levels of health and wellbeing, some as a consequence of loneliness and isolation. Vulnerable communities</p>	<p>Social care staff support for the most vulnerable Calderdale Council and social care providers have led on the delivery of social care services to several thousand of the most vulnerable in Calderdale during the pandemic. As the impact of COVID-19 increased, experienced care workers and staff stepped up to enhance the social care response to make sure everyone received the care they needed to save lives and protect the NHS. The development of support in partnership with local hotels and specialist providers ensured that help was given to those who needed care packages, whilst putting in place caring and compassionate service provision to those who needed to be discharged from hospital.</p> <p>Incredible response to call for volunteers Over 600 local people signed up to volunteer and offer their help and support to vulnerable people in local communities via a virtual Volunteer HUB established by Calderdale Council. The hub was created as part of the Council's 10-point plan to respond to COVID-19 and was supported by a strategic team and five virtual locality teams. These teams worked with local groups and communities in specific areas of Calderdale, to make sure that everyone got the support they needed. All requests for support were assessed to ensure that help was available for those most in need. The Council identified vulnerable residents in need of extra assistance and put in place appropriate solutions. Those with high needs were supported by the Council's social care team with the many volunteers providing more basic, but incredibly</p>

Objective	Progress
<p>and individuals are more likely to experience hate crime and antisocial behaviour – investment in early intervention is key.</p>	<p>important support including assistance with the deliveries of food and/or medical supplies. This work was coordinated by the virtual volunteer hubs alongside voluntary and community organisation partners, to ensure that this work was done safely and effectively.</p> <p>Staying Well Team To offset the lockdowns and local restrictions related to COVID 19 the Staying Well Team adapted its services to make its services more accessible despite a reduced physical presence. Communications were adapted to promote access to all – including newsletter mailouts containing wider partnership promotion, advice and information to help boost reach i.e. Active Calderdale.</p> <p>Staying Well Befriending The development of a Telephone Befriending service during the pandemic has utilised volunteers but also included staff directly befriending more complex clients. For individuals this has meant deeper and more lengthy relationships supported by our befriending scheme. Clients are mainly presenting with mental health needs and showing the impacts of the extended isolation. Many clients who are CEV are now classing staff/volunteer contact as a main source of social contact. The power of this contact has been captured in evaluation:</p> <ul style="list-style-type: none"> • The project is reaching those most lonely with 69% of participants responding with high levels of loneliness at the point of referral. (48% = ‘often lonely’ and 20% ‘sometimes lonely’). • Overall, the majority of participants saw no increase in their levels of loneliness (86%). From the beginning of interventions to the time the evaluation was completed 46% reported feeling less lonely with 40% reporting no change and 16% reporting increases in loneliness. • This ‘stagnation’ in loneliness levels may highlight the role of befriending in providing a resilience to developing further feelings of loneliness; especially in the wider context of COVID. • The difference the calls made to people’s lives was rated out of 10; with 74% of participants rating 7 or more out of 10. The difference was perceived as highest by those who had reported highest levels of loneliness at initial referral. 48% of those who had felt lonely ‘often’ marked the difference the calls made as 10/10. • 94% of participants stated they would recommend the service to someone else.

Objective	Progress
	<p>A huge body of research shows how valuable volunteering is for health and wellbeing. Further recent studies have highlighted how people volunteering during the COVID pandemic are more protected from some of its worst effects - reporting greater connection with family and friends and a greater sense of neighbourliness. The experiences of the Staying Well volunteers have reflected this, with the team seeing many volunteers reporting the benefits of being involved in the scheme and some sharing the wider impacts of the volunteering role.</p> <p>Heads, Shoulders, Knees and Toes - Christmas Parcels Throughout 2020/21 COVID restrictions have prevented the development of community education and engagement events normally seen through the Heads Shoulders Knees and Toes (HSKT) Programme. In response to this gap North Halifax Partnership explored alternative means of engaging clients/communities on wider subjects of health and wellbeing. As Christmas approached there was a perceived gap in client engagement contextualised by the intelligence that many clients may not see family over Christmas and the presumption that restrictions may come back into place. A Christmas Parcel concept was developed and offered to all North and Lower clients and included links to Affordable Warmth, Active Calderdale, Healthy Eating and Mental Health. There was strong positive feedback from the project with client's email and phoning to voice the difference Staying Well had made to their Christmas:</p> <p style="text-align: center;"><i>“Dear friends, Thank you for the wonderfully thoughtful gift. At this time when all news seems to be bad, it is comforting to know that people still care. The best fitting and most comfortable bobble hat ever is much appreciated. I look forward to the plants filling my garden with colour this summer. May I wish everyone a safe, peaceful, and enjoyable Christmas and beyond.”</i></p> <p>Reading Friends library project Reading Friends is a befriending service originally developed by the Reading Agency and currently run as a phone befriending service by Calderdale Libraries. The scheme was set up to combat loneliness and social isolation and interested Calderdale residents receive regular phone calls from library staff to talk about all and any aspects of reading, books, magazines, local history, hobby materials and more.</p>

Objective	Progress
<p>3. Economic inequalities are addressed in partnership with other organisations</p> <p><u>Why we feel this is a priority</u> By working in partnership and co-ordinating and maximising local initiatives the Council can make a huge contribution to narrowing economic inequalities which have a huge impact on life chances and opportunities</p>	<p>Inspire Inspire a pre employment programme aims to help participants remove barriers to work and move forward towards employment. The delivery partners include Halifax Opportunities Trust, Newground, Disability Support Calderdale (DSC) and Noah’s Ark. DSC and Noah’s Ark are specialist partners on the programme offering specialist sessions and training to participants. Additionally, the programme aims to help local businesses understand the value and opportunities of employing people who have multiple barriers and to allow the business to develop a workforce which better reflects its local communities. The scheme (ending in Dec 2022) is delivered across Calderdale and Wakefield with the programme in each area being managed by the relevant Local Authority. Calderdale is supporting individuals furthest from the jobs market into employability training, volunteering and eventually into sustainable employment. Along with Calderdale Council; New Ground and HOTs are delivering in-depth support and the Council is connecting local employers who wish to offer work experience, placements and work options. Staff are currently working with 138 customers with referrals increasing and participants becoming fully registered on the programme on a daily basis.</p> <p>Key activities for the Inspire programme are as follows:</p> <ul style="list-style-type: none"> • Helping clients with any initial barriers prior to moving towards employment • Understanding and supporting with any barriers the client may have that is preventing them from accessing work – housing, financial. • Understand their goals, and ensuring they have a marketable and compelling CV. • Helping to access work experience or volunteering opportunities • Supporting with completing application forms and interview practice • Regular contact with jobs circulated each week that reflect the type of work the client is looking for. • Linking clients with job opportunities • Partners hosting group and individual sessions to help participants with any barriers such as disability support, budgeting, counselling to enable them to move forward into job search. • In work support.

Objective	Progress
	<p>Employment Hub</p> <p>The Employment Hub in Calderdale provides a unique and tailored service to young people aged between 16 & 24 who are looking for employment, apprenticeships or training. It also aims to work with local businesses to understand the value and opportunities of employing people who have multiple barriers and to encourage them to develop a workforce which better reflects its local community. The three year scheme managed by West Yorkshire Combined Authority is being delivered across Calderdale, Leeds, Wakefield, Bradford, Kirklees and York. Employment Hub Calderdale has a highly skilled team of guidance workers who work with the young people to ensure they have the support they need to achieve their career aspirations.</p> <p>Key activities for the Employment Hub are as follows:</p> <ul style="list-style-type: none"> • Understanding and supporting with any barriers the client may have that is preventing them from accessing work – housing, financial. • Understanding their goals, and ensuring they have a marketable and compelling CV. • Helping to access work experience opportunities • Support with completing application forms and interview practice • Regular contact with jobs circulated each week that reflect the type of work the client is looking for. • Linking clients with job opportunities in local companies via the Employment Advisor • Linking with schools to discuss apprenticeships as a post 16/18 option. • Hosting live and virtual events to help young people understand what options are available to them. <p>The programme started in January 2019 and so far has supported 503 customers of which 66 who were classed as “Unemployed” having started work and 20 having sustained 6 months employment so far.</p> <p>Staying Well</p> <p>Involvement in the COVID Hub work involved working with many partner organisations to help address food poverty. In North Halifax the Staying Well Team supported North Halifax Partnership in the NHX Food Network – partnering with Family Support, Noah’s Ark and 3ways to reduce economic inequalities and access to services and support.</p>

Objective	Progress
	<p>Change Internship Programme The CHANGE Internship Programme is funded through the Business Rate Pool. It supports jobseekers with disabilities and long-term health conditions whom face significant barriers when it comes to looking for work and retaining it. The CHANGE Internship is for people who wish to work for 16 hours a week (within the Council) for 6 Months at a national minimum wage and who live in the Park Ward / Warley Area. The Interns receive 10 weeks of Employability Training which is structured and includes clarity on the Councils Policy's and Procedures, Confidence building, Nutrition Health and Wellbeing, Interview Skills, setting up Business Advice, Information about Unions, Work Ethics, Health & Safety and how to complete application forms. Following the training and a 4 week placement within their chosen department (suited to their skills), the intern becomes a paid Intern and Council Employee and gains access to further training, personal development and internal vacancy opportunities. 20 people put themselves forward for the programme just before the lockdown in 2020, however due to the lockdown the programme did not take place, however Interns on the previous programme continued to be supported by phone as well as regular email contact.</p> <p>ISCAL As a CMBC supported factory manufacturing coasters, drip mats, napkins and other associated paper products for the hospitality industry ISCAL forms an integral part of the Council's Business and Skills service. For many years ISCAL have worked with other agencies/partners to help with building skills to those who have barriers getting into employment. Training providers and the voluntary sector that ISCAL works with include Calderdale College, Job Centre, Halifax Opportunities Trust, Works Better, Change Programme and Calderdale Adult Learning. These organisations deliver vocational and employability skills training and provide work placements and volunteering opportunities to those furthest away from the labour market.</p> <p>The opportunities provided within ISCAL help a broad range of people who have multiple barriers in accessing the world of work, this includes people of all ages with health issues, learning disabilities and or physical disabilities. Individuals are supported in a variety of ways - giving someone focus and structure of getting to work on time, building confidence in communication, support with CV building, interview preparation, application forms and job searches etc.</p>

Objective	Progress
	<p>ISCAL was significantly affected by the impact of COVID with the factory doors closing on 18th March 2020, all shop floor workers furloughed and volunteers put on hold. However during the pandemic the team were able to give some thought to how they could be more creative in what is offered and to think about new products. Despite COVID partners and networks have remained loyal and are looking forward to its reopening and welcoming customers back.</p>
<p>4. The heritage and diversity of Calderdale is celebrated and good relations are fostered between people of different backgrounds</p> <p><u>Why we feel this is a priority</u></p> <p>The Calderdale population profile is changing and becoming more diverse but many people still have little knowledge or experience of people from different backgrounds. The Council plays an important role in helping people from different backgrounds (age, disability, race, religion, sexual orientation etc.) to get on well together</p>	<p>Bringing communities together through engagement and activities</p> <p>The Sign Language service continues to support deaf people with their specific needs when requested by them, bringing communities together in shared activities. Although Covid has restricted such contact the service has continued to connect with people and support the mental wellness of some deaf clients building strong links with organisations such as CAB, Disability Partnership, internal Council services and Primary Care services. Should a deaf person feel low in their mood the team offers 1:1 support for them to ‘chat’ in BSL.</p> <p>Staying Well</p> <p>The Staying Well Befriending Scheme has focused on supporting and developing relationships between many people in the borough. Volunteer and client relationships have been developed based on a shared interest – this has often brought together people from different backgrounds and highlighted similarities and shared experiences rather than differences.</p> <p>Womens International Day - 11th March 2021</p> <p>Halifax Central Initiative held an extremely successful International Women’s Day Zoom event with over thirty women from across Calderdale joining the event and taking part in workshops covering Covid 19 champions, the digital divide, mental health, faith and the environment. Women’s insight, strength of character and ability to be proactive were very much at the forefront of the discussions.</p> <p>Interfaith Events</p> <p>The faith sector play’s an important role in bringing faith establishments together to promote a shared sense of belonging and fostering good community relations The Council’s Cohesion & Equality Team continues to support interfaith activity in partnership with Calderdale Interfaith, events supported include:</p>

Objective	Progress
	<ul style="list-style-type: none"> <p>• Marking the Srebrenica Genocide July 2020 Calderdale Council of Mosques, Calderdale Interfaith and Calderdale Council supported for the first time the national commemoration to mark 25 years since the massacre, also known as the Srebrenica genocide that took place in July 1995. Over 8,000 Bosnians, mainly Muslim men and boys were murdered due to hate and a further 20,000 civilians were expelled from the area as a result of ethnic cleansing. The theme chosen for 2020 was ‘Every Action Matters’. The event was supported by the Leader and Chief Executive for Calderdale Council, Chair of Calderdale Council of Mosques, Vice Chair for Calderdale Interfaith and distinguished Ambassadors for Srebrenica. The event concluded with prayers presented by faith representatives. Due to Covid-19, the invitation was limited to 20 attendees.</p> <p>• Holocaust Memorial Day 2021 The theme for 2021: Be the light in darkness was hosted virtually by Calderdale Interfaith, The Holocaust Survivors Friendship Association and Calderdale College. The commemoration was opened by the Mayor Of Calderdale Councillor Dot Foster followed by Trude Silman sharing her testimony as a survivor of the holocaust . A speech by Hilary Barber Vice Chair for Calderdale Interfaith followed the chant of the ‘El Male Rachamim’ by Rudi Leavor who sadly passed away this year. The commemoration closed with a peace prayer delivered by faith representatives.</p> <p>• Remembrance Service at Halifax Minster A wreath was laid by a representative of the Calderdale Interfaith and a statement was read followed by prayers delivered by representatives. Due to Covid-19 the service was delivered outdoors with the numbers invited to participate being kept to a minimum in line with government guidance.</p> <p>Halifax Central Initiative Virtual Iftar Halifax Central Initiative in partnership with the Council’s Cohesion & Equality Team facilitated the virtual Iftar. The event provided an opportunity for residents, public and voluntary sector and faith sector to come together virtually to listen to members of the Muslim community sharing their experiences of fasting during Ramadan, this included:</p> <ul style="list-style-type: none"> <p>• A pupil from Halifax Academy sharing his experience of fasting whilst attending school.</p>

Objective	Progress
	<ul style="list-style-type: none"> • A new Muslim who had recently reverted to Islam sharing his perspective, he explained that he had become more disciplined and focussed with following the religious practice. Whilst fasting he had also got involved with supporting the homeless and those in need. • An Imam from a local mosque talking about giving to charity during the holy month and the work that had been delivered from his place of worship - over 4000 food parcels had been provided, <p>Virtual Community Iftar Integrate Todmorden in conjunction with the Todmorden Faith organised their second virtual opening of the fast (Iftar) inviting friends and members of the public. Those attending the event heard from individuals what Ramadhan meant to them and what it is like to fast. Muslim families in Todmorden opened their doors so people could experience the atmosphere in their homes whilst they prepared to open their fast. During the event there was an opportunity to ask questions, hear some Quranic recitation and follow the call to prayer as well the opening of the fast together.</p> <p>Community Cohesion Since the beginning of the year the Cohesion and Equality Team has supported the following areas of work:</p> <ul style="list-style-type: none"> • Calderdale Safe Place Scheme The Cohesion and Equality Team has continued to raise awareness of the Safe Place Scheme (although this has been limited for the last 15 months as venues have not been open to members of the public) and provided briefings to individuals that have learning disabilities and those that can support them across different community, educational and other settings. The Safe Place Scheme encourages people with learning disabilities and anyone with any vulnerability to seek support from a number of public places and agencies that are identified as/act as 'safe havens'. A mobile phone APP enables service users to download where centres are established in the borough. In the event of an issue arising, individuals are briefed that they can go to a venue displaying a poster with the universally recognised Safe Place logo. The initiative has been positively received by both members of the public and service users. • Disability Awareness Week 2020 During Disability Awareness Week the Cohesion & Equality Team, Calderdale Police's Hate Crime

Objective	Progress
	<p>Coordinator and Cloverleaf Advocacy supported a talk to service users and members of the public where information on support and advisory services was shared. Training and partnership work with advocacy groups has continued throughout the year and included campaigns related to Calderdale Safe Places initiative and hate crime reporting</p> <ul style="list-style-type: none"> <p>• Calderdale Hate Crime partnership and Third Party Hate Incident Reporting Centres Calderdale Hate Crime Partnership supported by the Council’s Cohesion & Equality Team works with partners from the public, private and voluntary sector to provide support to victims and take appropriate action against those that perpetrate the crime. Calderdale has over 20 Third Party Hate Incident Reporting Centres enhancing the development and coordination of services and working in partnership to deal with racist, homophobic, transphobic, disability and faith incidents. During Hate Crime Awareness Week (10th – 17th October 2020) hate crime categories and incident reporting were promoted virtually each day of the week. A live webinar took place followed by facilitated Q&A and a session hosted with disability groups.</p> <p>• Places of Worship Group Since the start of the Covid19 pandemic the Cohesion & Equality Team has been meeting on a regular basis with faith representatives from Calderdale Council of Mosques, Halifax Minster and the Archdeacons Office to support places of worship with guidance and opening of mosques and churches in line with government guidance.</p> <p>The School Linking Programme The Calderdale Schools Linking Programme is a partnership between pairs of Primary Schools in Calderdale exploring the theme of identity and difference through social and creative activities its purpose to:</p> <ul style="list-style-type: none"> • Build a sense of togetherness between children and young people through a planned programme of lessons. • Provide opportunities for shared learning adventures from within the classroom; • Create common, shared experiences for children that encourages them to recognise their feelings, promotes healing and develops trust, empathy, awareness and respect for others. • Enable pupils to develop skills of enquiry, critical thinking, reflection and communication

Objective	Progress
	<ul style="list-style-type: none"> • Provide opportunities to contribute to the wider community. <p>The programme is offered to Calderdale schools and is managed by Discover Learning with Calderdale Museums with support from Schools Linking Network based in Bradford. The programme is designed to link a school from a rural background with a school from a more urban background, targeting Key Stage 2 children from different faiths.</p> <p>In 2020-21 Schools Linking offered a new creative digital model and the service worked with 18 classes from 14 different schools on the programme. The participating schools received online CPD to begin the linking and in between 'bubble closures' and lockdowns, the paired classes have done some activities that they have been able to share virtually.</p> <p>Flying the flag for IDAHO Day In May 2020 for the seventh time running Calderdale Council flew the Rainbow Flag in a show of support and to mark International Day Against Homophobia and Transphobia (IDAHO) in Calderdale. This visible and colourful support of lesbian, gay, bisexual and transgender (LGBT) communities emphasised the Council's commitment to promoting sexual orientation equality.</p> <p>British Citizenship Ceremony Citizenship ceremonies were introduced in January 2004 as a way of welcoming people to a local community and the country as a whole. Usually a ceremony is held every month, presided over by the Superintendent Registrar with speeches from the Council's Assistant Director of Customer Services and the Deputy Lieutenant for West Yorkshire. After the ceremony there is a photo opportunity and the new citizens enjoy light refreshments. During the lockdown period these ceremonies were put on hold, meaning that, once restrictions were lifted in July 2020, there was a backlog of new citizens needing to complete the process. Ceremonies were started again, but on a much smaller scale. Overall 12 ceremonies were held during the period April 2020- March 2021 each with up to eight citizens in attendance.</p>

Objective	Progress
<p>5. The Councils workforce is committed to equality and is reflective of the diverse communities it serves</p> <p><u>Why we feel this is a priority</u></p> <p>A number of groups are under-represented within the Council's workforce when compared to the working age population of Calderdale, including disabled people and minority ethnic communities.</p>	<p>The HR Employment Report (Appendix 3) provides a detailed breakdown of the staff profile and provides details of how the Council is meeting objective 5. Some key areas of focus are also identified below:</p> <p>Recruitment training</p> <p>It is recognised that bias can impact individual chances during the recruitment process and efforts are made to mitigate bias at every stage of the recruitment cycle including expanding the reach for engaging talent through use of external recruitment specialists and recruitment agencies such as Pride & Diversity job platforms. The recruitment training includes further content on unconscious bias and ways to recognise and challenge bias when identified. In 2020 in response to Covid-19 we changed the way we provide learning and development for employees. All recruitment training continues to be delivered either as e learning or through virtual sessions. The mandatory equality and diversity sessions were revised for managers and now include additional sections on workforce profile compared to local communities, addressing under representation and the role we all play in achieving the Council's priorities.</p> <p>Diversity on recruitment panels</p> <p>There is increased diversity on recruitment panels and this has been achieved through continuous offer to recruit and train colleagues from across the organisation to become part of a diverse recruitment panel pool. The information given to recruiting managers now includes guidance on achieving improved diversity and impartiality on panels, with checks being built into the process.</p> <p>Get Ready to Apply</p> <p>In 2020/21 Covid-19 impacted on our ability to visit schools, colleges and provide career development information sessions. Alongside our web pages we have continued to use social media to inform communities of vacancies and apprenticeships at the Council. Apprentice opportunities are forwarded to our internal staff networks for further dissemination across communities. We have built application support resources which include guidance and short videos exploring aspects of recruitment such as 'writing a personal statement' and using STAR approach at interview.</p> <p>Inclusive Role Profiles</p> <p>We continue to advocate for the use of plain English when writing role profiles and offer recruiting managers support if needed to develop role profiles. We have trialled versions of role profiles for</p>

Objective	Progress
	<p>apprenticeship and Kickstart posts with more clarification around expected role and duties.</p> <p>Senior posts Addressing the under representation of Black, Asian, Minority Ethnic in the top 5% of earners remains a key objective for the Council. Recruitment and Resourcing work collaboratively with our internal BAME Staff Network and Workforce Development on recruitment actions. A key action is for example, providing appropriate development opportunities for aspiring managers at the Council.</p> <p>Disability Confident Employers Working with the internal staff network, we continue to review how we are meeting our Disability Confident commitment and are exploring ways we can go above and beyond in embedding its themes and core actions. The Council continues to support staff with disabilities and staff who require support with managing the impact of a long-term condition. Support is delivered through partnership working between HR, occupational health, line managers and the member(s) of staff themselves.</p> <p>Contact officers: Dignity and Respect at Work A Contact Officer network has been established and meets once a quarter to facilitate mutual support and the sharing of experience. The network and meetings are coordinated by the group with an elected Chair and a named contact from HR Advisory. The aim of the role of Contact Officer is to facilitate informal resolution in cases of staff harassment and bullying in line with the Council's Dignity at Work Policy and Procedure. The role is voluntary with Contact Officers are provided with training which covers the law in relation to harassment, the Council's policy and the skills required for their role.</p> <p>Mindful Employer Charter Status The Mindful Employer scheme was originally launched in October 2004 by Workways, a vocational rehabilitation service offered by the Devon Partnership NHS Trust. The aim of the initiative is to provide employers with easier access to information and support for employees with mental health conditions. Throughout the pandemic, the Council has continued to raise awareness of mental health conditions and promote resources and support available to staff, an example of this was the Peer to Peer Listening ear support network – which was available at the hight of the pandemic between the hours of 7am and 7pm seven days a week.</p>

Objective	Progress
	<p>Stonewall Diversity Champions Calderdale Council continues to be a member of the Stonewall Diversity Champions initiative a programme run by Stonewall (a leading lesbian, gay, bisexual and transgender (LGBT) rights charity in the United Kingdom) to provide a good practice forum for employers committed to sexual orientation diversity and inclusion. Through this membership the Council has been able to access resources to support staff and raise awareness of Lesbian, Gay, Bisexual and Transgender issues.</p> <p>Inclusive Employers Standardisation Calderdale Council is a member of Inclusive Employers and along with a small group of Inclusive Employers member organisations agreed to participate in a pilot of the National Inclusion Standard early in 2018 and through this was awarded a pioneer organisation status. Participating organisations demonstrate their work in six areas of inclusion and diversity to achieve one of three tiered status levels - bronze, silver or gold status. The standardisation reviews equality, diversity and inclusive practice right across the organisation and gives the Council a firm foundation to focus and extend the work around diversity and inclusion.</p> <p>Advertising Council vacancies The Council has made some positive changes to the way vacancies are advertised in order to attract a wider range of applicants from diverse backgrounds. The Council is listed as a 'Disability Confident' employer with the Job centre and provides information to recruiting managers on the disability jobs site to actively encourage applicants with a disability. This website posts job adverts on their partner's websites like LGBT Media and Diversity Jobsite, targeting underrepresented groups. The Council has also used Proud Employers to advertise positions. Taking this course of action demonstrates the Council's commitment to equality of opportunity and in achieving a more representative workforce that is reflective of the diverse communities it serves</p> <p><u>Career development</u> Workforce development has reviewed how it provides career development for employees throughout the employee lifecycle and works collaboratively with Calderdale College providing a range of apprenticeships for new and existing staff. Apprenticeships offer new and existing employee's opportunities to gain accredited learning at different levels through work based learning.</p>

Objective	Progress
<p>6. Equality is promoted in partnerships, procurement and when commissioning our services.</p> <p><u>Why we feel this is a priority</u> The Council can promote and enforce its equality objectives by ensuring that its suppliers, contractors and their agents provide goods, supplies and services in a manner that does not discriminate. It can also help to influence and improve digital, housing and transport access and choices.</p>	<p>Disability Sports Programmes and Sessions Following the implementation of Covid-19 regulations and restrictions, the Disability Sports Development team were unable to deliver their regular programme of generic and disability specific sessions, however, cross service working and support through the Calderdale Short breaks initiative with Partnership & Commissioning, Children & Young People’s Services resulted in the continuation of an adapted and modified range of leisure provision for SEND children & young people from April 2020 – March 2021.</p> <p>From April 2020, consultation was carried out with families and the relevant support teams to determine what measures could be taken to assist families with SEND children and young people relative to the provision of sport and leisure activities. Offering a targeted approach for families who had children and young people with additional needs, ‘Sporty Good Bags’ were put together containing a selection of new indoor and garden appropriate sports equipment. The bags were home delivered to families throughout the borough. Along with the Goody Bags, parents and carers were contacted by email, phone and ‘zoom’ sessions and offered advice and support on activities and practices appropriate for the equipment provided. Over 50 families benefited from the scheme, 16 families from Ravenscliffe High School and three Supported Living settings across the authority.</p> <p>Virtual Classes & Mainstream Club Development For the majority of 2020, National Governing Bodies of Sport were restricted with what they could provide relative to the delivery of disability sport opportunities within their ‘whole sport’ programmes. Links with both sports specific NGB’s and Calderdale voluntary sports clubs continued through the promotion of online opportunities for our SEND children, young people and their families. Participation and information opportunities were accessed through the following groups and organisations.</p> <ul style="list-style-type: none"> ▪ Flamingo Chicks inclusive dance ▪ Cerebral Palsy Sport – exercise, nutrition & wellbeing ▪ Calderdale Sport Karate ▪ Change 4 Life ▪ British Blind Sport ▪ Calderdale Active Rainbow ▪ Activity Alliance

Objective	Progress
	<p>Summer Bubble Offer</p> <p>The 2020 Covid-19 regulations and restrictions prevented a disability sport summer scheme being delivered during the summer holidays. Mindful that this would have a major effect on families with SEND children, the Disability Sports Development Officer met with the head of Ravenscliffe High School to discuss the possibility of the two service areas drawing up and delivering a modified programme of activities. During the planning stage of the programme, no Sports Service venues were open to the public and as a result, completion of a business plan along with a detailed risk assessment was required detailing the necessary information relative to the coordination and delivery of the sessions planned for Spring Hall Sports Facility. The main aim was to offer a menu of choices to support family reconnections with the school and leisure opportunities through disability sport programmes during the first 4 weeks of the holidays. This would assist in both reconnecting with families prior to the whole school return in September 2020 and enable families to experience, and safely participate in the jointly run leisure schemes.</p> <p>The following activity choices were offered to students who attended Ravenscliffe, Woodbank and Highbury, mainstream school provision, and fulfilled the criteria of having been out of lockdown since it began on 23rd March 2020. In addition to the scheme supporting the mentioned families and to ensure inclusion for all families, additional delivery options were agreed. Families who had children who usually accessed Sports Services summer scheme were also contacted and informed of the planned programme.</p> <ul style="list-style-type: none"> ▪ Swimming at Ravenscliffe High, Skircoat Green. ▪ Cycling at Ravenscliffe High, Skircoat Green. ▪ ‘Bubble Offer’ at Ravenscliffe High, Skircoat Green. ▪ Family Cycling & Sports at Spring Hall Sports Facility <p>Collaboration with organisations on initiatives to promote LGBT equality in the wider community</p> <p>Planned consultation with both the Calderdale LGBT Staff Network and the LGBTQ+ Partnership Group, and representatives from Sports Services has taken place to consider forming a ‘task group’ to co-produce an ‘inclusive’ questionnaire for sports centres and mainstream voluntary sports clubs. This area of work was put on hold during lockdown due sports centre’s and club’s not being able to operate, however planning is underway for April 2021 onwards</p> <p>The offer to form the task group includes developing:</p>

Objective	Progress
	<ul style="list-style-type: none"> ▪ Practical guidance for sports centres, clubs and other bodies re. inclusive support for LGBTQ+ people. ▪ Advice sheets/information on how to provide for transgender people in different sports centres and clubs. ▪ Leadership training on sexual orientation and gender identity equality for all key public officials working in sport and sports clubs. <p>As a result of the above, several sports specific and generic pro-active clubs will be identified to take things forward and 'showcase' their inclusive clubs. Recommendations will include;</p> <ul style="list-style-type: none"> ▪ Sport & leisure events taking place on, or around celebratory dates. ▪ Develop new activity offers for the LGBTQ+ community through the delivery of 'try it'/taster sessions'. ▪ Connect development programme to the 'Active Calderdale' physical activity initiative. ▪ Encourage Sports Clubs to focus on volunteering, leadership and spectating opportunities along with participation. ▪ Coaches from voluntary sports clubs to deliver sessions for the LGBTQ+ community with the aim of creating pathways into regular/ongoing activity. <p>Stop Smoking Initiative with the LGBT Community</p> <p>The Councils Public Health Team funds Yorkshire Smokefree Calderdale (YSFC) to provide local stop smoking services. YSFC works in partnership with The Brunswick Centre (subcontracted by Yorkshire Smokefree) to help reduce the smoking prevalence within the LGBT community. Research shows that specifically tailored smoking cessation programmes are likely to be effective for those who identify as LGBT and those that are HIV positive by addressing reasons for smoking, such as homophobia, biphobia & transphobia and stigmatisation. The Brunswick Centre, a charitable organisation working across Kirklees and Calderdale, ensures the needs of this community are met by providing a suite of services, including HIV prevention, testing and support and services for people identifying as LGBT. They also provide an in-house stop smoking service to Calderdale residents who they come into contact with through their own service delivery and directly via referral from Yorkshire Smokefree. During COVID-19 support was offered via phone, email, text and video calls. Clients also had access to stop smoking medication through an e-voucher that was sent direct to their mobile phone. This helped clients get faster access to their stop</p>

Objective	Progress
	<p>smoking medication at a time when they would have had to rely on the postal system to deliver their paper medication voucher.</p> <p>Parent Support Parent Liaison Officer PACE The Calderdale Parent Liaison Officer (PLO) service has been established since 2017 and is funded jointly by Calderdale Council and the WY Police and Crime Commissioner. The independent PLO is co-located in Calderdale’s Child Exploitation Hub and supports parents and carers to build and maintain mutually respectful relationships between statutory agencies and families in order to maximise the ability of all parties to safeguard a child / young person who is at risk of, or being, sexually and criminally exploited and increases resilience with the whole family. The service includes direct support, community work, and a voluntary befriending scheme, training talks/information and sharing. In addition, the new contract includes an element of support for historical cases and where agreed the service will support parents identified through historical cases in Calderdale. The 2020 Children’s Commissioner report: Teenagers falling through the gaps – talks about already vulnerable teens and the impact of COVID, resulting in further falling into crime and criminal exploitation. This service will be recommissioned in 2021/22, with a new contract starting from April 2022. The provision is an important part of our approach to safeguarding vulnerable children and young people in Calderdale.</p> <p>Supporting Thriving Communities Following a successful bid to the national Thriving Communities Fund, delivered by the National Academy for Social Prescribing and partners, Calderdale will receive the maximum available funding of £50,000 to support voluntary, community, faith and social enterprise projects in the borough. The bid for funding was submitted as a joint project involving multiple organisations, including Calderdale Council, Active Calderdale, the South West Yorkshire Partnership NHS Foundation Trust, voluntary sector groups and creative and cultural organisations such as Halifax-based community arts organisation, Artworks, The Everybody School of Art. Wider partnership working will also be established when the project launches. The funding will be used to plan and deliver community activities including those involving the arts, creativity and culture, sport and activity and those focused on wellbeing. The work will support the recovery from COVID-19 by redeveloping community connections and supporting local organisations to work together more effectively for the benefit of local residents.</p>