

CORPORATE FINANCE AND PERFORMANCE SCRUTINY PANEL		DATE 27.09.2017
TITLE Headline Equality Measures		ITEM NO. 5
CHIEF OFFICER Director of Communities and Environment	CABINET MEMBER Culture, Creative Industries and Community Well-Being	

1. **Decision Required**

- 1.1 The Scrutiny Panel is requested to note progress made on the Council's annual Headline Equality Measures between April 2016 and March 2017.

2. **Introduction**

- 2.1 The report provides information on the outturn of 23 Headline Equality Measures. These reflect priority areas where the Council wants to ensure equality or see improvements made. The indicators are arranged under eight themes:

Workforce
Employment and skills
Education
A healthy and safe living environment
Children and families
Social care and health
Housing
Tourism, culture and sport

- 2.2 A list of the Measures can be found in Appendix I.

- 2.3 The Headline Equality Measures are also designed to assist with monitoring progress on the Council's Equality Objectives. The Council is required under the Equality Act Public Sector Equality Duty to produce four yearly objectives, which are specific and measurable. The first set were agreed by Cabinet in 2012. A revised set were produced last year to cover the period 2016-2020. The Equality Objectives do not need to be reviewed this year.

- 2.4 The Equality Act covers exactly the same groups of individuals that were protected by the previous legislation. However, the headings of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage

and civil partnership, and pregnancy and maternity are now to be known as 'protected characteristics'.

2.5 A list of the Objectives for 2016-2020 can be found in Appendix 2

3 **Indicators this Year**

3.1 **Workforce**

Indicators under this theme

- The percentage of disabled employees
- The percentage of the top 5% earners who are disabled
- The percentage of ethnic minority employees
- The percentage of the top 5% earners from ethnic minorities
- The percentage of Council employees aged under 25 years
- Staff network / forum membership

3.2 **Employment and Skills**

Indicators under this theme

- Working age population on out of work benefits
- Number and percentage of 16-18 year olds who are NEET by ethnicity, gender and disability

3.3 **Education**

Indicators under this theme

- Early Years Foundation Stage Profile (EYFS): Achievement of a good level of development across the EYFS by ethnicity, gender and pupil premium
- Key Stage 4: Pupils achieving 5+ A*- C grades at KS4 (Including English and Maths) by ethnicity, gender, pupil premium and SEN/EHC plans
- Under 18 Conception rate

3.4 **A Healthy and Safe Living Environment**

Indicators under this theme

- The number of discriminatory incidents recorded by the Council.

- The number of hate offences recorded by the police

3.5 **Children and Families**

Indicators under this theme

- Care leavers: Percentage of care leavers in employment, education or training and in suitable accommodation
- Repeat incidents of domestic violence

3.6 **Social Care and Health**

Indicators under this theme

- Self-reported experience of adult social care - Quality of life.
- Self-reported experience of adult social care - Social contact.
- Written & spoken language translations - number of requests met
- Sign Language Translations - number of requests met
- Advocacy - Number of service users referred to advocacy services

3.7 **Housing**

Indicators under this theme

- The differential outcome in the ratio of applicants to lettings

3.8 **Tourism, Culture and Sport**

Indicators under this theme

- Adult participation in sport
- Recruitment of Tall Ships trainees

4 **Progress this Year**

4.1 **HEM 1 & 2: The Percentage of Disabled Employees**

In 2016/17, 4.7% of staff¹ (177 out of 3,731) identified themselves as having a disability, slightly down from 5.3% in 2015/16. However, this remains above the London Council's average of 4.4%².

¹ All figures are excluding school staff. For additional statistics including schools staff, please see Appendix 3.

This reduction is partially attributable to the fact that 9.8% of the cohort of staff leaving Greenwich via voluntary redundancy in March 2016 were disabled. Acas³ highlights that as employees get older they may possibly acquire more impairments than a younger employee.

A further 2.3% preferred not to say or did not declare whether or not they have a disability.

The Royal Borough of Greenwich continues to use an e-Recruitment system, which gives applicants the option to identify themselves as having a disability. This proactively prompts managers to automatically offer interviews to any candidates who meet the minimum shortlisting criteria (in line with current procedure) under the Guaranteed Interview Scheme. RBG is also in the process of migrating from the old 'two ticks scheme' to the 'Disability Confident scheme', which supports employers to make the most of the talents disabled people can bring to the workplace.

The Disability Staff Forum continues to provide staff with an opportunity to discuss and provide feedback on issues related to disability in the workplace and to hear what the Council is doing to promote equality and diversity. The senior management "Champion" for the Forum is the Director of Health & Adult Services and the work of the Forum is supported by a named HR contact. The Chief Executive continues to regularly liaise with all five staff networks, to ensure that the views of all staff are heard.

The Mental Health & Wellbeing Network was launched in March 2017. It provides advocacy for staff with experience of, and/or interest in, mental health and wellbeing issues. The network ensures that staff members have a collective voice within the organisation. The network aims to:

- address stigma and discrimination in the workplace around mental health
- enhance the policies and procedures supporting those with mental health needs
- support ideas and initiatives to improve mental wellbeing
- encourage clarity with terminology within the workplace
- provide a forum for networking and a means of peer support

Disabled staff make up 3.7% of the top 5% of earners (PO7 and above), comparable to the London Council average of 3.8%*.

² All London Councils benchmarking data is excluding school staff and from 2015/16 (the latest data currently available).

³ The Advisory, Conciliatory and Arbitration Service.

4.2 **HEM 3: The Percentage of Ethnic Minority Employees**

In 2016/17, black and minority ethnic (BME) staff representation increased slightly from 28.0% to 29.5% (1,101 employees).

Employees from ethnic minority backgrounds accounted for 36.9% of all new appointments in 2016/17, in line with the borough's local BME economically active population (35.8%), as identified in the 2011 Census.

4.3 **HEM 4: The Percentage of the Top 5% Earners from Ethnic Minorities**

BME staff make up 19.0% (36 employees) of the top 5% of earners (PO7 and above), in line with the 2015/16 figure of 19.5%.

This figure is above the London Council average of 14.5%⁴.

In 2016/17, the Race Equality Network (REN) held a number of events aimed at encouraging and supporting equalities, including several joint networking events to promote their activities and membership. In addition, the REN held a series of financial workshops and several conferences, including 'Talking Staff Health and Wellbeing Workshop' in June 2016. This event included presentations from the Director of Health & Adult Services and the Associate Director of Public Health on 'RBG staff health and wellbeing after restructuring' and was attended by over 60 staff. The REN also hosted their Annual Black History Month Staff Conference in October 2016, which nearly 90 staff attended. A programme of Diversity and Equality training is commissioned annually to help foster an inclusive working environment. In 2016/17, over 150 staff attended various face-to-face training sessions, which covered issues of equality and diversity, with additional staff undertaking eLearning modules. Courses included:

Valuing Equality & Diversity in the Workplace (For Managers & Staff): Exploring all aspects of diversity and inclusion and demonstrating the consequences of bias, even unintentional, in the workplace. Drama-based workshops help individuals to understand that embracing the value of difference is fundamental to organisational success and valued, respected individuals. By engaging with staff and managers on an emotive level, this course aims to leave long-lasting memories to inspire changes in behaviour.

⁴ Top 5% of earners in RBG is recorded as anyone earning PO7 and above. London Councils uses a different methodology, i.e. the numerical top 5% by salary.

Unconscious Bias in Recruitment: Looks at the role that unconscious bias can play in decision making when recruiting and how to be aware of the impact it can have. The course is underpinned by phenomenological psychology and looks at how we can strip back assumptions and create more positive, enabling and inclusive filters.

Recruitment & Selection for Balanced Recruitment Panels: Helps prospective members of balanced recruitment panels improve their recruitment, selection and interviewing skills, providing tools to follow non-discriminatory practice, design appropriate questions, flexibly probe with questions and comply with relevant legislation.

4.4 **HEM 5: The Percentage of Council Employees Aged under 25 years**

In 2016/17, 4.3% of employees were aged under 25 years (162 employees), up slightly from 4.0% in 2015/16.

This compares with the London Councils average of 3.0% of the workforce under 25 years.

The workforce has an average age of 45.9 years, in line with the London Councils average of 46.0 years.

These figures exclude apprentices, who are recruited via an apprentice training agency. Between April 2016 and March 2017, 91 apprentices started positions with the Council through an apprentice training agency. 91% were aged 16-24 when starting their apprenticeship. When including apprentices, the average age decreases marginally from 45.9 years to 45.2 years and the percentage of under 25 year olds in the workforce increases from 4.3% to 6.4%.

From April 2017, the way apprenticeships are funded has changed as part of a series of wider reforms to the apprenticeship system in England. Employers with a pay bill of more than £3m will be required to pay an Apprenticeship Levy. Employers who pay the levy will be able to access funding for apprenticeship training and assessment via a new Digital Apprenticeship Service. In order to be able to map qualification training currently funded by RBG against the approved apprenticeship frameworks, HR undertook a piece of work with the London Apprenticeship Company (the Apprentice Training Agency that RBG is currently contracted with). The mapping work has shown that in reality none of the qualification training currently being undertaken by

RBG staff will be able to be reclaimed from the Levy in 2017/18. It should be possible to map the Leadership and Development Programme currently in the early stages of development against the Approved Apprenticeship Frameworks to enable some recovery of the Levy. All Local Authorities will be required to achieve an apprenticeship recruitment target of 2.3% of the workforce headcount. For RBG this equates to 216 new or re-designated posts based on current headcount figures.

Royal Greenwich has a Workforce Strategy, which aims to ensure that the workforce is future-proofed and fit for purpose, focusing on developing a skilled and diverse workforce, which is representative of our local community and providing opportunities for young people within the Council. There are a number of initiatives aimed at attracting a younger and more diverse workforce, including using recruitment tools such as LinkedIn, which allows RBG to showcase our culture and brand.

The Greenwich Young Professionals Network (GYPN) continues to provide support, monthly newsletters and socialising events for younger staff, including monthly working lunches with the Chief Executive.

The Council's Workforce Strategy reinforces RBG's commitment to develop trainee schemes, career pathways and career grade schemes across departments. Examples of these include:

Central Services	Electoral Services Manager, Trainee Communications & Social Media Officer, Corporate Development Officer, Executive Support Assistant
Children's Services	In-year Admissions Officer, Newly Qualified Social Worker, Social Work Career Grade
Community Services	Environmental Health Officer, Lead Officer, Technical Officer, Trainee Crematorium Operative
Finance	HR Trainee Advisers, HR Trainee Assistants, HR Information Officer, Trainee Health, Safety & Wellbeing Officer, Customer Service Advisor
Health & Adult Services	Newly Qualified Social Worker
Regeneration, Enterprise & Skills	Planning Officers, Conservation Officers, Technical Support Officers, Systems Support Officer, Mechanical Contract Officer, Trainee Quantity Surveyor, Engineer

The Council continues to support candidates on the National Graduate Development Programme (NGDP), a two-year graduate fast-track management development programme, run by the Local Government Association (LGA). The scheme offers participants the opportunity to complete four six-month placements in different departments / teams across the Council, while undertaking an ILM Level 7 Diploma in Leadership and Management qualification. There were five National Management Trainees (NMTs) recruited to the programme in 2015/16; of these, four secured permanent employment with the Council in 2016/17 and a fifth has obtained a two-year extension. Royal Greenwich has recently recruited the next cohort of NGDP candidates, with 10 NMTs starting in September 2017.

4.5 HEM 6: Staff Network / Forum Membership

This is covered in HEMS 1, 2, 3, 4 and 5.

4.6 HEM 7: Working Age Population on Out-of-work Benefits

In March 2016, 1.6% of the working age population in Royal Greenwich were claiming Job Seekers Allowance (JSA) compared with 2.0% in the same period last year. The reduction in the rate over the period (-0.4) mirrors that of London, but is better than the decrease across England as a whole (-0.3).

53% (London 55%; England 59%) of claimants were male and 47% female (London 45%; England 41%).

Of those who provided information, 52.6% of claimants were White, 29.0% were Black or Black British, and 13.9% were from other minority groups. Compared with last year, there has been a decrease in the percentage of White claimants (-0.4 pp) and an increase in ethnic minorities (+0.9 pp), spread out evenly among all groups apart from the Chinese and other ethnicities who witnessed an increase of +1.2 pp.

There was a net decrease of claimants aged 16 – 24 from 665 to 330 (-50.4%). The percentage of all claimants who were aged 16 – 24 also decreased over the period by – 6.5 percentage points, similar to London and England (-5.0 pp; -4.9 pp). In March 2015, Royal Greenwich alongside Haringey had the 4th highest rate (1.1%) of young claimants in London.

In November 2016 (latest data available), 5.7% of the working age population in Royal Greenwich were claiming Incapacity Benefit or Employment Support Allowance. This is a reduction of 0.3 percentage points since November

2015, when it was 6.0%. 51% of claimants were male and 49% female. The majority of claimants were aged between 45 – 54 years (30%). These figures have not changed significantly since last year.

In November 2016 (latest data available), 1.5% of the working age population in Royal Greenwich were claiming Lone Parent Benefit compared with 1.6% in November 2015. The majority of claimants were aged between 25 - 34 years (46%). 21.6% of those claiming Lone Parent Benefit were aged under 25 years. 98.3% of claimants were female and 1.7% male.

Action to support benefit claimants and promote employment opportunities during 2016/17

During the financial year 2016/17, GLLaB provided employment support to over 2,004 new service users, including 96 families affected by the welfare reforms and Families First cases. Of these 1,164 have been supported into training or employment.

Of those customers who completed the equalities monitoring information:

44 % were from a BME background

49% were female

51 % were male

7% were disabled people

8% were lone parents

GLLaB supported 155 service users into apprenticeship opportunities with placements across various Council departments and with external employers, including MACE, JB Riney, Tech City Stars, AGE UK, Transport for London, Bouygues, E M Highways, UTC and Berkley Homes among others. The job roles include places in business administration, cleaning and environmental support services, electrical installation, employment-related services, civil engineering, ICT, plumbing and heating, horticulture, maintenance operations, sustainable resource management, wood machinery and youth work. These are Level 2 and 3 apprenticeships across a range of training providers.

GLLaB continues to respond to high volume recruitment opportunities linked to regeneration activities. In 2016/17, GLLaB supported 778 customers into work and employers include: AEG, Novotel Hotel, Fab Homecare, Crossrail, Wilmot Dixon, Berkeley Homes, Lovell, EMS, Knights Dragon, Volker Fitzpatrick, NHS, Harvester, Thames Tideway, GS Plus, Emirates Aviation Centre, Arora / Intercontinental Hotel, South East London Chambers, Mo Sys Engineering, National Maritime Museum and Royal Museums of Greenwich.

4.7 **HEM 8: Number and Percentage of 16-18 year olds who are NEET by Ethnicity, Gender and Disability**

The headline NEET performance measure was changed in September 2016 to report on the combined figure of NEET and activity not known young people aged 16-17 (Academic years 12-13). The official DfE measure is based on a November - January average. However, comparator data will not be published until October 2017. Figures in the table below therefore set out the position as at May 2017 compared to May 2016.

	Royal Greenwich		National	
	2016	2017	2016	2017
16-17 year olds residing in the borough in education, training or employment (in learning)	91.0%	92.0%	91.1%	91.8%
Young people aged 16-17 (academic year 12-13) and residing in the borough who are not in education, employment or training (NEET)	4.9%	3.4%	4.4%	3.0%
Young people aged 16-18 (academic year 12-14) and residing in the borough whose current activity is not known	2.4%	1.8%	6.6%	3.0%

(Data taken from NCCIS as at end of May 2017. Previous year relates to end of May 2016)

The re-calculated measure published for 2014/15 had Greenwich at 8.1% (4.5% NEET) and the national at 7.1% (2.7% NEET). However, there have been some big improvements in Greenwich NEET performance since then as the figures above show. As of May 2017, Greenwich was at 5.2% (NEET 3.4%) and national at 6.0% (3.0% NEET). Although the Greenwich NEET figure is still above the national figure, there has been a marked improvement and we are better than the national figure on the combined NEET and the not known percentage – tracking by Prospects Services led to improvements in both the NEET and unknown figures between January 2016 to January 2017.

As at May 2017, White British are over represented in the NEET cohort (75% of NEET but only 49% of resident population). Boys are also more likely to be NEET (58% of NEET as opposed to 42% girls) and NEETs are more likely to be found in the older year 13 group (61% compared to 39% in year 12).

Our priority has been to tenaciously keep in regular contact with young people and to support them into opportunities. We are strengthening pathways to EET, improving course transition planning and focusing on supporting young people who leave before completing a course. There is also an increased focus on identifying young people who are at risk of NEET and earlier intervention in Years 9 - 11.

Where children of statutory school age do not meet the threshold for intervention from Children’s Social Care, they are referred to Early Help. Upon referral, strengths and risks are identified in order that support is provided to improve their life chances and ensure wherever possible that they are prevented from becoming NEET. Working with boys, young men and the White British cohort will be key priorities in the coming year in order that further improvement is made in reducing NEETs, as set out in priority two of the new CYPP ‘Supporting boys and men’ and ‘Healthy relationships, tackling violence and exploitation’.

Royal Borough of Greenwich supported 6 residents with Autism Spectrum Condition and 5 with Learning Disabilities into apprenticeships. Our current Skills Funding Agency data indicates that of the 130 apprenticeships in Royal Borough of Greenwich, 21% are taken by young people with self-identified Special Educational Needs and Disabilities against 16% of our total cohort with a form of SEND in Royal Borough of Greenwich schools.

4.8 HEM 9: Early Years Foundation Stage Profile (EYFS): Achievement of a Good Level of Development across the EYFS by Ethnicity, Gender and Pupil Premium

In order to achieve the good level of development measure, a child has to reach the expected level or above in all Communication and Language, Physical Development, Personal, Social and Emotional Development, Literacy and Mathematics Early Learning Goals.

	Royal Greenwich			London	National
	2014	2015	2016	2016	2016
Achievement of a good level of development across the EYFS	73%	77%	79%	71%	69%

Children have the very best start to their education in Royal Greenwich and Early Years Foundation Stage (EYFS) outcomes (for 5-year-olds) are consistently excellent. In 2016, 79% of children reached a good level of development, ranking Greenwich 1st in England and 10% points above the national average.

Good Level of Devt.	Royal Greenwich	National	Difference
All Pupils	77%	66%	11% points
Boys	73%	62%	11% points
Girls	85%	77%	8% points
Gender gap	12% points	15%	3% points
Eligible free school meals	67%	54%	13% points
Not eligible for FSM	81%	72%	9% points
FSM gap	14% points	18%	2% points

Using the headline performance measure of a good level of development at the EYFSP, among the largest ethnic groups⁵, the achievement of Black Nigerian, Indian, Other Black African, Other Mixed Background and White European pupils is above the borough average; White British was just below at 78% and Other Black Background was 71% (112 pupils in this cohort). Black and minority ethnic (BME) pupils outperformed White British pupils by 2 percentage points.

The attainment gap for White British children eligible for pupil premium (PP) funding is wider than for BME children who are eligible at the EYFSP (18% vs. 12%)⁶. However, the White British gap did reduce slightly from the previous year. Whilst the BME gap is much smaller, this is an area for continued focus in that the gap has widened in the last three years.

Greenwich schools make effective use of pupil premium funding to narrow attainment gaps for those most at risk of poorer outcomes, and Ofsted inspections of schools during 2016/17 have seen good evidence of this. Supporting pupil premium eligible pupils to achieve their very best is also a key area under priority one of the new Children and Young People's Plan (CYPP) '*Strong Foundations for children from disadvantaged backgrounds*'.

⁵ Larger ethnic groups are defined as groups including at least 100 pupils.

⁶ The Pupil Premium gap is the difference in the performance between those who have been eligible for free school meals (FSM) at any point within the last six years and/or looked after children / children adopted from care and those who are not.

4.9 **HEM 10: Key Stage 4: Pupils Achieving 5+ A*- C grades at KS4 (Including English and Maths) by Ethnicity, Gender, Pupil Premium and SEN/EHC Plans**

SEN/EHC plans – please note change in indicator 5+ does not exist anymore.

In 2016, performance on the headline A* - C in English and maths saw a small improvement from the previous year and remained above the national average; Greenwich performance was however below London.

	Royal Greenwich		London	National
	2015	2016	2016	2016
Percentage of pupils achieving A* - C in English and Maths at Key Stage 4	59%	60.8%	66.4%	59.3%

The table below shows the percentage of pupils achieving the headline measure by pupil characteristics. Gender, pupil premium and special educational needs gaps were much narrower in Royal Greenwich than nationally.

A* - C in English and Maths	Royal Greenwich	National	Difference
All Pupils	60.8%	59.3%	1.5% points
Males	59%	55%	4% points
Females	63%	64%	-1% points
Gender gap	4% points	9% points	5% points
Pupil premium pupils	50%	43%	7% points
Non pupil premium pupils	70%	71%	-1% point
Pupil premium gap	20% points	28% points	8% points
Not SEN	67%	70%	-3% points
Pupils with SEN Support	28%	29%	-1% point
Pupils with statement or EHC plan	15%	11%	4% points
SEN gap (i.e. with Not SEN pupils)	39% points 52% points	41% points 59% points	-2% points -7% points

Among the largest ethnic groups, Black Nigerian and White European have both improved compared to last year and perform well above the borough average. The Other Black African group has dropped from last year and now performs below the borough average and while White British improved slightly, they are still well below borough average.

In 2016, the performance of White British pupils eligible for pupil premium did improve as part of the White British cohort overall. However, still just over a third of them attained A* - C grades in both English and maths compared with around three in five BME pupils eligible for PP (36% compared to 59%). The PP attainment gap for White British pupils, at 30% points, is more than double the gap for BME pupils, at 14% points and remains a key priority.

	KS4 A* - C in English & Maths			
	2014 PP gap	2015 PP gap	2016 PP gap	Difference (15-16)
White British	27%p	33%p	30%p	-3% points
BME	11%p	10%p	14%p	4% points
All Pupils	17%p	18%p	20%p	2% points

To support the continuing drive to raise standards in Royal Greenwich schools, our local school improvement strategy is built on:

- a shared ambition for Royal Greenwich children and high expectations;
- supporting and challenging school self-evaluation and improvement through the Improvement Partner programme;
- expectations for good or better teaching and a stimulating curriculum to accelerate progress for every child;
- school to school support, enabling the best schools to help others to raise their game

Schools causing concern are supported to make rapid and sustained improvement through Local Authority and School Monitoring Meetings, which enable frank, robust conversations about the pace of improvement, commissioning of tailored support and swift intervention where necessary.

4.10 **HEM 11: Under 18 Conception Rate**

There has been a significant drop in the under 18 conception rate since 2008. The rate has remained much lower than the 2012 rate and is 55.2% below the

1998 Pregnancy Strategy baseline. However, the rate of decline has appeared to slow. By 2014 (latest data), the Royal Greenwich under 18 conception rate was 28.1 per 1,000 girls aged 15-17. There were 126 conceptions in 2014. This represents an increase from the 2013 rate of 24.5, when there were 108 conceptions. There was an unusually high rate of conceptions in Q1 (35.0) but this decreased throughout the year; by Q4, the quarterly conception rate (20.6) was lower than London and national averages.

The rate of under 18 conceptions, which result in a birth has decreased by 66% in Royal Greenwich since the baseline. In 2014, the rate of under 18 maternities was 13.4 (up from 8.6 in 2013), above the London rate of 7.7. Royal Greenwich had the highest rate of under 18 maternities in London in 2014.

The Sexual Health and Teenage Pregnancy Action Plan is currently under review to ensure work is prioritised among the most vulnerable groups who are more likely to conceive. Public Health are re-commissioning the borough's contraception services with strengthened performance measures for at risk groups, including looked after children, young offenders, care leavers and young people not in education, employment or training (NEET).

4.11 HEM 12: The Number of Discriminatory Incidents Recorded by the Council

There were 12 incidents of abusive graffiti compared with 15 in the previous year and 19 the year before. Of these, 8 were classed as racist, 1 was age-related and 3 were faith-related. There were no recorded incidents of homophobic graffiti this year.

Hate crime graffiti accounts for less than 0.3% of graffiti recorded by the council.

One member of staff within Community Services reported being subject to racial discrimination and another within Schools reported receiving sexually explicit material, both from members of the public. Both incidents were reported to the Police and management action was taken to mitigate any further risk. Several members of staff reported being subject to verbal abuse from members of the public in 2016/17. However, these were not deemed to be discriminatory in nature.

Grievances were raised by 3 staff on grounds of discrimination, all of which were either withdrawn or following investigation were not upheld.

4.12 **HEM 13: The Number of Hate Offences Recorded by the Police**

580 racist and religious hate offences were recorded in 2016/17, compared with 459 in 2015/16. This is an increase of 121 (+26.4%).

40 homophobic offences were recorded in 2016/17, compared with 36 in 2015/16. This is an increase of 4 (+11.1%).

9 disability hate offences were recorded in 2016/17, compared with 18 in 2015/16. This is a decrease of 9 (-50.0%).

24 faith hate offences were recorded in 2016/17, compared with 36 in 2015/16. This is a decrease of 12 (-33.3%).

In 2016/17, the hot spots for hate crimes focused around the town centres.

Tackling Hate Crime is a priority for the Safer Greenwich Partnership and Royal Greenwich is committed to creating an environment where hate crime is not tolerated but challenged, reported and dealt with appropriately. The effects of hate crime are not only felt by individuals and their families, but also impact on the wider community, creating a perception of fear and damaging community cohesion.

Analysis is undertaken to help the Hate Crime Strategic Partnership Group task resources appropriately and ensure that additional support is offered in those areas of concern that come to attention. The borough also has an established Hate Crime Case Panel to provide a multi-agency response of support and enforcement to individual complex cases.

During 2016/17, the Hate Crime Panel reviewed 53 cases, compared with 57 the previous year. Of these, 6 cases dealt with Disability-targeted hate crime, 1 in relation to Gender, 36 for Race, 4 for Religion or Belief, 6 for Sexual Orientation and 1 for Other (Note: a case can be referred to the Panel for more than one reason). All cases referred to the Panel are monitored to ensure that victims are offered all available support and that action is taken against perpetrators where possible.

Royal Greenwich is aware of the issue of under reporting, as although there has been a steady increase in the reporting of hate crime, we are aware that it is still significantly under-reported. There are a variety of reasons behind this, including fear of police attention attracting further abuse, the victim

believing that their report will not be taken seriously or that no action will be taken against the perpetrator. There can also be additional difficulties for victims in accessing reporting mechanisms such as language barriers. Therefore, throughout 2015/16, the Hate Crime Strategic Partnership Group continued to make efforts to encourage all groups within the community to feel confident in both recognising and reporting hate crime. The council commissions the Greenwich Inclusion Project (GrIP) to work with Metro and Greenwich Association of Disabled People (GAD) to raise awareness amongst local communities, enabling people to recognise, challenge and report hate crime. They also promote the services available across the borough, which has included monthly pop-up sessions in Woolwich Square and the Eltham Centre. The Council also coordinated a week of action during Hate Crime Awareness week in October 2016.

2016/17 showed how local, national or global events, such as the terrorist incidents in Paris, Nice and Berlin can influence levels of hostility to certain groups, increase community tensions and increase the risk of innocent groups or individuals being targeted due to their perceived association with perpetrators' community, in the widest sense. Therefore, even though the Royal Borough of Greenwich did not see any significant repercussions as a result of these events, Greenwich did see an increase in racist and religious hate offences. Due to this, the Royal Borough of Greenwich has established joint working protocol procedures with the Metropolitan Police to enable an immediate multi-agency review and response to any local, national or international event that could cause an increase in hate crime and hate incidents.

4.13 HEM 14: Care Leavers: Percentage of Care Leavers in Employment, Education or Training and in Suitable Accommodation

All care leavers in employment, education or training at ages 17-21 (includes those not in touch, etc.)	Greenwich 2015/16	Greenwich 2016/17	London 2015/16	National 2015/16
	59.4%	63.7%	56.0%	52.3%

Greenwich continues to perform above both London and national in terms of the proportion of care leavers (aged 17 – 21) that are engaging in education, training or employment (EET). The 2016/17 figure of 63.7% reflects 179 young people out of a total cohort of 281. This measure includes all care leavers i.e. including those that are not in touch with the authority (in that care leavers

can indicate that they do not wish to receive a service / engage). All care leavers who are NEET have an individual EET plan in order that they are aware of the re-engagement and participation opportunities available to them. Despite our strong performance in this area, we are not complacent and supporting our care leavers remains a key focus within the 'safe and secure' fundamentals in the new CYPP.

Performance on other key care leaver measures is equally strong when compared to latest benchmarks, as set out below:

	Greenwich 2015/16	Greenwich 2016/17	London 2015/16	National 2015/16
Care leavers aged 19-21 who were in higher education	10.7%	10.3%	9.2%	6.7%
Care leavers aged 17-21 living in suitable accommodation	85.0%	89.7%	82.6%	83.9%

4.14 **HEM 15: Repeat Incidents of Domestic Violence**

Repeat incidents of domestic violence are assessed by the number of repeat referrals reviewed by the Multi-Agency Risk Assessment Conference (MARAC) in a 12 month period.

In 2016/17, 321 referrals were reviewed at MARAC, of which 57 (17.8%) were repeat referrals. This compares with 296 referrals in 2015/16, of which 36 (12.2%) were repeat referrals.

2016/17 has seen the Domestic Violence Initiative Project coming to an end, but the Royal Borough has ensured that the key elements that have been proven successful in preventing repeat victimisation are continuing to run in the borough. This has included the continuation of the additional, proactive policing team dedicated to domestic violence. In addition, the police have introduced a monthly monitoring meeting of those highest risk and repeat cases to ensure that the support is ongoing for these victims and that the perpetrators are proactively targeted.

In 2016/17, Greenwich continued to benefit from the Mayor's Office for Policing and Crime (MOPAC) funded uplift, London-wide, of Independent Domestic Violence Advisors (IDVA). Greenwich was allocated two additional IDVAs and one part-time support worker to work in the borough,

in addition to the existing IDVA provision (which is partly council-funded and run by the Her Centre). The allocation of 2.5 additional workers was based on MOPAC's calculations of need based on population levels. The additional IDVAs are employed by Victim Support and have been utilised to develop work in two areas: direct work in A&E at Queen Elizabeth Hospital and an IDVA to work directly with police. Both have proven successful in providing support to victims at times of crisis, when they may be more open to acknowledging their need for support, and the posts have also increased referrals to the MARAC.

A Domestic Violence and Abuse (DVA) Strategy for Greenwich has been in place for the period 2013-17 and during this time a closely linked, but separate, Violence against Women and Girls (VAWG) Strategy 2015-18 was developed, following national policy development. Greenwich aims to bring these two strategies together for 2018-21, so a one-year refresh of the DVA Strategy was undertaken in 2016-17 to ensure the timescales of both strategies will come into line with each other. The interim DVA strategy 2017-18 has incorporated the introduction of the coercive or controlling behaviour offence that came into force in December 2015.

4.15 HEM 16: Self-reported Experience of Adult Social Care – Quality of Life

The average quality of life score for people completing the Adult Social Care Survey (ASCS) Improvement is measured by a higher score compared with the previous year. Social care-related quality of life (SCRQoL) is calculated from eight questions in the ASCS. It is a composite measure using responses to survey questions covering: control, dignity, personal care, food and nutrition, safety, occupation, social participation and accommodation.

The average score for Greenwich has improved slightly since last year, up from 18.3 to 18.4. This compares with the comparator average of 18.5 for 2015/16. London data for 16/17 will not be available until September 2017.

4.16 HEM 17: Self-reported Experience of Adult Social Care – Social Contact

The social isolation indicator, introduced in 2013/14, has shown that the majority of social care service users do not have as much social contact as they would like. Most local authorities report that the proportion of people who say they have as much social contact as they would like is below 50%. This shows that there is scope for local authorities to make progress in order

to achieve social integration for the users of social care services. Overall, there has been an improvement in Greenwich in the proportion who have as much social contact as they would like from 40.2% in 2014/15 to 42% in 2016/17. The comparator average is 40.9% for 2015/16.

As part of the Better Care Fund, Greenwich is continuing to work closely with community sector organisations in prevention of social isolation. Since 2015/16, organisations came together to form a steering group and recruit, train and supervise volunteers and provide a volunteer coordinator to organise the day-to-day running of the service. This project is for residents in the Royal Borough of Greenwich who are aged 65 and over and are social isolated. Recent research has shown that social isolation is associated with poor health. Loneliness can contribute to increased risk of death, partly due to lack of support. Efforts to reduce social isolation are likely to have positive outcomes for wellbeing and mortality rates and the Greenwich Integrated Volunteer Network aims to directly address this.

4.17 **HEM 18 & 19: Written, Spoken and Sign Language Translations - Number of Requests Met**

The Royal Greenwich Interpreting Service (RGIS) provides a range of services, including access to British Sign Language interpreters and advice on how to access Language Line.

RGIS currently provide interpretation and translation services in 110 different languages. A pool of registered translators and interpreters are professionally qualified and are regularly tested for competency. Figures include interpretation and translations for the Clinical Commissioning Group.

Mode of Interpreting	No. of Requests	Interpreter not Available	Requests Met	Percentage of Request Met
Spoken Languages	7133	32	7101	99.6%
Written Translations	213	3	210	98.6%

Mode of Interpreting	No. of Requests	Interpreter not Available	Requests Met	Percentage of Request Met
BSL	472	-	-	100%

4.18 **HEM 20: Advocacy - Number of Service Users Referred to Advocacy Services**

This is a requirement under the Care Act, where local authorities make provision for people that are judged to be in 'substantial difficulty' to have an Independent Advocate. The purpose of this to support them in decisions about their care and support or in safeguarding investigations (including Safeguarding Adult Reviews (SARs)). This support extends to carers.

The duty to offer somebody Independent Advocacy arises if three criteria are met. They are:

- The person is engaging with the Local Authority about care and support arrangements or is involved in a Safeguarding investigation or Safeguarding Adults Review (SAR).
- The person has been judged to have substantial difficulty in that engagement.
- There is not an appropriate person available to support the person in that engagement.

All three of these criteria must be met for the duty to apply. The criteria apply equally to carers. Consideration of whether or not to offer somebody Independent Advocacy applies from the point of first contact by, or with, an individual, i.e. before any assessment of care and support needs has been carried out.

The judgement of whether or not somebody would have "substantial difficulty" in engaging with the Council considers four aspects.

- Understanding relevant information
- Retaining information
- Using or weighing information as part of engaging
- Communicating their views, wishes and feelings

If a person is judged to have substantial difficulty in one or more of these areas, then consideration must be given to whether or not there is an appropriate person to support them. If not, then they must be offered Independent Advocacy.

During 2016/17, 157 people were referred for Independent Advocacy, an average of 39 per quarter. This compares to 60 people in the last quarter of 2015/16.

4.19 HEM 21: The Differential Outcomes in the Ratio of Applicants to Lettings

Of the 1,480 lettings in 2016/17, 53.4% were to BME applicants and 46.6% were to White applicants. Whilst the percentage of lettings to BME applicants is lower than the percentage of BME applicants on the Housing Register (58%), as properties are allocated through the Royal Borough's choice-based lettings scheme, where applicants bid for properties of their choice and are considered in priority or registration date order, this will determine the lettings outcomes. Also, other factors such as the numbers, types and sizes of properties that become available in specific areas over a given period can potentially impact on the percentage of lettings to BME applicants. Given these factors, the rate of lettings is within an acceptable percentage range.

The percentage of lettings to BME applicants is higher than it was in 2015-16 (52%).

4.20 HEM 22: Adult Participation in Sport

Over the last 10 years, the Active People Survey was the measurement for adult participation and remained largely unchanged. It measured a wide range of sports, physical activity and provided useful local data to a range of local authorities. This has now being replaced with 'Active Lives', which is understood to be wider in its scope and is currently being developed and tested. We would consider any data presented at this point as being vague and variable.

Use of GLL leisure centres

Data collected by Greenwich Leisure Ltd shows that in the first quarter of 2017 (April - June), there were 526,773 adult visits to the leisure centres. This represents a small decrease on the same period in 2016, due to the closure of the Warehouse in that year.

The Greenwich Centre has seen an increase of 6,170 participants in Q1 compared to Q1 in 2016.

The Usage at the Waterfront has seen a 2% increase in Q1 compared to Q1 in 2016 - from 182,314 to 186,263.

Participation by those 60 or over in GLL leisure centres registered 35,874 visits in Q1 of 2017, slightly down compared to 37,600 in the same quarter of 2016.

Royal Borough of Greenwich continues to work to increase participation by targeting groups, age bands and gender. A new Physical Activity and Sport Strategy, including a robust Action Plan, is currently being developed. This is a borough-wide partnership bringing together a host of stakeholders, working together to increase participation for the residents of Royal Borough of Greenwich.

To assist in increasing participation, there was a need for a Facilities Strategy back in 2015, which highlighted various key Capital projects which are now nearing completion or due to begin this year.

The Sutcliffe Park redevelopment is on schedule to open early 2018 and will provide a high quality indoor and outdoor athletics facility, including a 60 metre, 8 lane indoor track and throwing training facility and extreme sports, including climbing walls and a BMX track.

Works have commenced at Hervey Road Playing Fields. This project is part of the Council's 2012 Olympic and Paralympic Legacy and will see a new pavillion, Multi-Use Games area and a playground for local children.

Furthermore, the Royal Borough has committed to the delivery of new leisure and sport facilities in Woolwich and Plumstead in the coming years. This investment will ensure that residents will continue to have access to high quality leisure facilities as the borough's population increases.

4.21 HEM 23: Recruitment of Tall Ships Trainees

The Tall Ship Festival opportunities were marketed in a number of ways:

As a baseline, an e-from was put on the council's website which any visitor to the site could use, with the criteria for successful applications clearly written for prospective applicants.

The key criteria we used were that applicants had to be one or more of the following:

- A resident of the Royal Borough of Greenwich
- Working in a voluntary capacity in the charity sector within the Royal Borough of Greenwich
- Enrolled in a post 16 educational institution or university within the Royal Borough of Greenwich

Additionally, if applicants were in paid employment when they applied, they were not eligible for a funded place.

Several recruitment partners were used to help recruit our trainees – these partners were identified as working primarily with young people (under 30) or people who were not in education, employment or training. All these institutions were aware of the council's equal opportunities policy and were provided with some guidelines to clarify our position.

All partners were asked to market the opportunity internally. These institutions were given marketing materials to promote the opportunity and potential applicants could access our website for more information. They would then have to sign up with a staff member from the institution, usually a teacher, who sifted applicants for suitability and forwarded them on.

Ideally, staff members would nominate young people to sail who it was felt were most enthusiastic and who would most benefit from the experience, having not gone on similar experiences before. Candidates who were in full-time education also had to prove that their educational progress would not be adversely affected by joining the voyage.

Drop-ins were organised at GLLaB, the JobCentre and in other public halls around the borough for people to apply in person and fill in a paper form to sign up.

In total, 59 trainees were recruited. 29 were male and 30 were female. 55 were under 30 years old. 2 were looked after children and 3 were care leavers. 5 of the young recruits were unemployed at the time of recruitment.

Background Papers

None.

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