



A co-operative council



Equality & Diversity information for Stevenage

2020-21



Stevenage
BOROUGH COUNCIL

Message from Cllr Jackie Hollywell

Executive Member for Communities, Community Safety and Equalities – Stevenage Borough Council

Welcome to our tenth annual report on equality and diversity.

Stevenage Borough Council has never been more aware of the importance of being committed to championing equality and inclusion. The past 12 months has seen the impact of the ongoing covid-19 pandemic, the Black Lives Matter movement in response to the death of George Floyd, increased emphasis on speaking out against any kind of discrimination and less stigma in talking openly about mental health.

We have a long-standing commitment to promoting equality and diversity, tackling discrimination, and ensuring that our residents are treated fairly and can access the services that they need, when they need them. We have kick-started our Co-operative Neighbourhoods to bring us closer to local communities, and continue to work closely with partners across the town to help people feel confident in expressing their differences, and improve feelings of belonging and inclusivity – particularly amongst our most vulnerable and marginalised residents.

We continue to promote and celebrate diversity amongst our staff, and ensure we meet the needs of the whole workforce. We constantly adapt our recruitment and retention processes to

make sure the Council reflects and represents the community we serve.

Next year we will have an even better understanding of our communities when the results of the 2021 Census are available. We will also be reviewing and updating our Equalities Policy, objectives and action plans to make sure we respond to what both the data and local people are telling us matters most.

The pages that follow show how the makeup of our town and our workforce continues to change and develop, and highlights some of the many things we have done to improve equality of opportunity, promote inclusion and tackle disadvantage of the last year. I hope you find the information useful and interesting, as I certainly have.



Introduction

Stevenage Borough Council is committed to promoting an equal and diverse town and workforce, and we have set out how we plan to achieve this in our policy 'Encouraging an equal & diverse town & workforce to 2021'. You can find this on our website stevenage.gov.uk. The policy also explains what our duties are under the Equality Act 2010 and in particular the Public Sector Equality Duty.

It's important that we fully understand the make-up of our town and workforce so that we can design and deliver services that are fair, accessible and open to everyone who needs them.

The purpose of this document is to demonstrate this understanding and to tell you about some of the things we have achieved in the last year to promote equality and diversity in Stevenage.

As a co-operative council we always love to know what our residents and other stakeholders think of our publications and of our work. Perhaps you have an idea or suggestion that can help to further improve the town and the lives of the people living in it – you can get in touch with us in the following ways:

Email: equalities@stevenage.gov.uk

Phone: 01438 242242

In writing to: Equality & Diversity, Stevenage Borough Council,
Daneshill House, Danestrete, Stevenage, SG1 1HN

Twitter: twitter.com/stevenagebc

Facebook: facebook.com/sbc



What does equality cover?

Everyone's right to be treated fairly is covered in law by the Equality Act 2010.

The Act protects nine characteristics and they are:

- Age
- Disability
- Gender reassignment
- Marital status
- Being pregnant or on maternity leave
- Race
- Religion or belief
- Sex
- Sexual orientation.

When a person feels that they have not been treated fairly because of any of these characteristics it is called unlawful discrimination.

Although the socio-economic duty has been removed from the Equality Act 2010, Councillors and officers at Stevenage Borough Council believe this is important and are encouraged to use their discretion in considering the impact of decisions on people who are less fortunate because of their social and / or economic background. This could be, for example, a working family who are in receipt of benefits and have little spare income, or a person looking for work who has achieved a lower than average educational attainment.

Stevenage Borough Council has a statutory obligation to comply with the requirements of the Public Sector Equality Duty which is one section of the Equality Act 2010. We must be sure to carry out our functions in a way that gives due regard to the need to:

- remove discrimination, harassment, victimisation and any other conduct that is unlawful under this Act;
- promote equal opportunities between people who share a protected characteristic and those who don't;
- encourage good relations between people who share a protected characteristic and those who don't.

This is known as the general Public Sector Equality Duty. There are also specific duties – legal requirements for publishing information to help public bodies meet their obligations under the general Duty:

- **Equality objectives** – what the council feels it needs to achieve in order to meet the general duties. Our policy 'Encouraging an equal and diverse town and workforce to 2021' sets out our objectives for Stevenage.
- **Equality information** – relating to people with protected characteristics who are employees of the council or who are affected by our policies and practices, such as customers and residents. This document contains our equality information.

Our community

In this section we examine several measures by which we can establish key equality and diversity information throughout Stevenage, using this to make comparisons with both Hertfordshire and England as a whole.

Demographics

ONS mid-2019 estimates

Stevenage continues to trend slightly younger than both Hertfordshire and England. This is most easily seen in the 65-79 category, where the Stevenage percentage (10.7%) is well below both the County (12.0%) and the National (13.4%) level.

Age	Stevenage	Hertfordshire	England
0-9	11,958	154,559	6,837,843
	13.6%	13.0%	12.1%
10-19	9,983	141,813	6,444,478
	11.4%	11.9%	11.4%
20-34	17,691	209,993	11,097,226
	20.1%	17.7%	19.7%
35-49	17,607	251,617	10,863,751
	20.0%	21.2%	19.3%
50-64	17,085	227,310	10,689,947
	19.4%	19.1%	19.0%
65-79	9,429	143,042	7,516,752
	10.7%	12.0%	13.4%
80+	4,092	61,185	2,836,964
	4.7%	5.1%	5.0%
Total	87,845	1,189,519	56,286,961
	100%	100.0%	100.0%

Religion

Source: Religion of Residents - ONS Census 2011, Table KS209EW

Whilst Christianity is still the most populous religion (54.4%) it is slightly below the Hertfordshire (58.3%) and England (59.4%) levels. Stevenage also has a significantly higher than average amount of individuals responding with No religion (34.1%).

Religion	Stevenage	Hertfordshire	England
Christian	45,705	650,129	31,479,876
	54.4%	58.3%	59.4%
Buddhist	442	5,502	238,626
	0.5%	0.5%	0.5%
Hindu	996	21,508	806,199
	1.2%	1.9%	1.5%
Jewish	147	21,345	261,282
	0.2%	1.9%	0.5%
Muslim	1,654	30,730	2,660,116
	2.0%	2.8%	5.0%
Sikh	303	5,048	420,196
	0.4%	0.5%	0.8%
Other	460	5,072	227,825
	0.5%	0.5%	0.4%
No Religion	28,606	296,046	13,114,232
	34.1%	26.5%	24.7%
Not Stated	5,644	80,682	3,804,104
	6.7%	7.2%	7.2%
Total	83,957	1,116,062	53,012,456
	100%	100.0%	100.0%

Ethnicity

Source: Ethnic Makeup - ONS Census 2011, Table KS201EW

According to the 2011 Census, 83.1% of Stevenage's population was white British, which was higher than the Hertfordshire and England averages of 80.8% and 79.8% respectively. The Black and minority ethnic (BME) population of Stevenage had increased from 8.52% in 2001 to 16.9% in 2011.

Ethnicity	Stevenage	Hertfordshire	England
Asian/Asian British	4,848	72,581	4,143,403
	5.8%	6.5%	7.8%
Black/African/Caribbean/Black British	2,836	31,401	1,846,614
	3.4%	2.8%	3.5%
Mixed/Multiple ethnic groups	2,265	27,497	1,192,879
	2.7%	2.5%	2.3%
Other ethnic group	410	7,088	548,418
	0.5%	0.6%	1.0%
White	73,598	977,495	45,281,142
	87.7%	87.6%	85.4%
Total	83,957	1,116,062	53,012,456
	100%	100.0%	100.0%

Marital status

Source: Marital and Civil Partnership Status - ONS Census 2011, Table KS103EW

In 2011, 46.3% of Stevenage residents aged 16 and over were married and 0.2% were in a civil partnership. 12.8% were cohabiting (the highest in Hertfordshire and higher than the England average of 11.9% at the time) and 25.1% of people over 16 in Stevenage were single (the highest in Hertfordshire). 3% were separated, 10.1% were divorced and 6.5% were widowed.

Marital Status	Stevenage	Hertfordshire	England
Single	22,647	289,895	14,889,928
	33.9%	32.5%	34.6%
Married	30,955	445,151	20,029,369
	46.3%	49.9%	46.6%
Civil partnership	101	1,356	100,288
	0.2%	0.2%	0.2%
Separated	2,020	22,066	1,141,196
	3.0%	2.5%	2.7%
Divorced	6,781	75,744	3,857,137
	10.1%	8.5%	9.0%
Widowed	4,362	58,326	2,971,702
	6.5%	6.5%	6.9%
Total	66,866	892,538	42,989,620
	100%	100.0%	100.0%

Carers

Source: Health & Provision of unpaid care - ONS Census 2011, Table KS301EW

According to the 2011 Census, we had 8,550 unpaid carers in Stevenage which was 10.2% of our population. This was an increase of 1.4% since the previous Census in 2001. 6.4% of our population provided one to nine hours a week of unpaid care, 1.3% of the population provided 20-49 hours and 2.5% provided over fifty hours.

Caring	Stevenage	Hertfordshire	England
Provides no unpaid care / week	75,407	1,007,447	47,582,440
	89.8%	90.3%	89.8%
1-19 Hours unpaid care / week	5,365	75,691	3,452,636
	6.4%	6.8%	6.5%
20-49 Hours unpaid care / week	1,053	12,256	721,143
	1.3%	1.1%	1.4%
50+ Hours unpaid care /week	2,132	20,668	1,256,237
	2.5%	1.9%	2.4%
Total	83,957	1,116,062	53,012,456
	100%	100.0%	100.0%

Disability

Source: Health & Provision of unpaid care - ONS Census 2011, Table KS301EW

In 2011, 7.5% of Stevenage residents who were 16-64 years of age had a disability which limited their day to day activities. The figure was 15.7% for all ages. 23.9% of households in Stevenage included a person with a long term health problem or disability.

Disability	Stevenage	Hertfordshire	England
Limited a lot (ALL)	5,967	69,086	4,405,394
	7.1%	6.2%	8.3%
Limited a lot (16-64)	2,570	26,552	1,924,080
	3.1%	2.4%	3.6%
Limited a little (ALL)	7,240	90,762	4,947,192
	8.6%	8.1%	9.3%
Limited a little (16-64)	3,695	42,304	2,452,742
	4.4%	3.8%	4.6%
Not limited (ALL)	70,750	956,214	43,659,870
	84.3%	85.7%	82.4%
Not limited (16-64)	48,729	649,767	29,952,269
	58.0%	58.2%	56.5%
Total	83,957	1,116,062	53,012,456
	100.0%	100.0%	100.0%

Lone parent households and households with dependants

Source: Lone Parent Households with Dependent Children - ONS Census 2011, Table KS107EW

In 2011, 32.3% of households in Stevenage had a dependent child in the home and 13.3% had a dependent child between zero and four years old. 4.6% of households in Stevenage had no adults in employment and at least one dependent child. There were 2,985 lone parent households in Stevenage in 2011, which was 8.6% of all households. This was higher than the national average of 7.1%. The table below shows the employment make-up of lone parent households in 2011. In 2011, 4.9% of all households in Stevenage included a person with a long term health problem or disability with dependent children.

Lone Parenting	Stevenage	Hertfordshire	England
Lone Parent Part-time Employment	1,028 17.2%	9,963 17.3%	522,789 16.7%
Lone Parent Full-time Employment	743 12.4%	8,388 14.5%	407,873 13.0%
Lone Parent Not in Employment	1,214 20.3%	10,512 18.2%	634,019 20.3%
Male Lone Parent Total	297 5.0%	2,783 4.8%	151,744 4.8%
Female Lone Parent Total	2,688 45.0%	26,080 45.2%	1,412,937 45.2%
Lone Parent Total	5,970 100.0%	57,726 100.0%	3,129,362 100.0%

Sexual orientation

Source: Annual Population Survey 2016

It is difficult to know the sexual orientation of the Stevenage population because the question was not asked in the 2011 Census.

In 2016, estimates from the Annual Population Survey (APS) showed that, just over 1 million (2.0%) of the UK population aged 16 and over identified themselves as lesbian, gay or bisexual (LGB). A further 0.5% of the population identified themselves as "Other", which means that they did not consider themselves to fit into the heterosexual or straight, bisexual, gay or lesbian categories. A further 4.1% either refused to answer the question, or said they did not know. 1.2% of the population identified as LGB in the East of England.

Estimates at the county and district level are not considered statistically reliable for practical reporting purposes.

Benefits claimants

Sources: Department of Work and Pensions; Stevenage Borough Council

There were 294 Job Seekers Allowance claimants in Stevenage in March 2021 compared with 179 in March 2020. 166 of these were men and 131 were women (previously 95 and 84 respectively).

In March 2021, 5,828 households were in receipt of Universal Credit, compared with 3,069 in 2018.

There were 3,157 Personal Independent Payment (PIP) claimants in Stevenage in March 2021. Of those, 1,372 were male and 1,786 were female.

In March 2021 the number of Council Tax Support recipients (non-pensioners) was 3,673.



Community safety

This year we reviewed our Community Safety Strategy. The strategy runs from 2021 until 2024 and focuses on the priorities that are important to the people of our town. The aim of the strategy is to build safer, stronger and more confident communities.

Since 2017 one of the top priorities for residents is to reduce current levels of crime and anti-social behaviour. Our objectives are to:

- Divert young people from becoming involved in crime and ASB
- Provide safe reporting and support to domestic abuse survivors and victims of modern slavery
- Promote reporting of hate crime and equality in the community
- Tackle the harms caused by drugs and alcohol
- Work with part

Between April 2020 and March 2021 the Community Safety team dealt with 291 cases of anti-social behaviour and 560 environmental enforcement cases.

With the help of our partner agencies, we want to keep people informed about the actual statistics relating to crime and ASB and address perceptions.

The No More Service offers support to people, when drugs or alcohol negatively affect their daily life. The service offers crisis intervention along with client led support and signposting to other agencies to suit the individual's needs. The No More Service supported over 128 clients throughout 2020/21.

The number of recorded 'notifiable' offences during 2019-20 that have a description of 'Hate Crime', or an aggravating factor with one or more of the hate elements flagged has increased 14%, when compared to the previous year; from 204 to 232. This will be a continued focus for the Community Safety team in this upcoming year.

There were 1246 Domestic Abuse notifiable offences recorded between April 2020 and March 2021, which is an increase of 0.9% compared to 1234 last year. This is a key priority for the SoSafe Community Safety Partnership which has dedicated resources to tackle this issue.

Our Neighbourhoods on a Page

The following six pages each provide a statistical overview of the six neighbourhoods that have been identified as part of Stevenage Borough Councils new Co-operative Neighbourhoods Approach. These areas are:

- St Nicholas & Martins Wood
- Woodfield, Old Town & Symonds Green
- Bedwell & Pin Green
- Chells & Manor
- Bandley Hill & Shephall
- Longmeadow & Roebuck

Each profile covers seven of the demographic areas referenced above but examines them in more detail focusing on the data that is available at a ward level and comparing this with the town average. The areas covered in each Neighbourhood Profile are:

- Age
- Ethnicity
- Religion
- Disability
- Lone Parent Households with Dependent Children
- Marital Status
- Carers

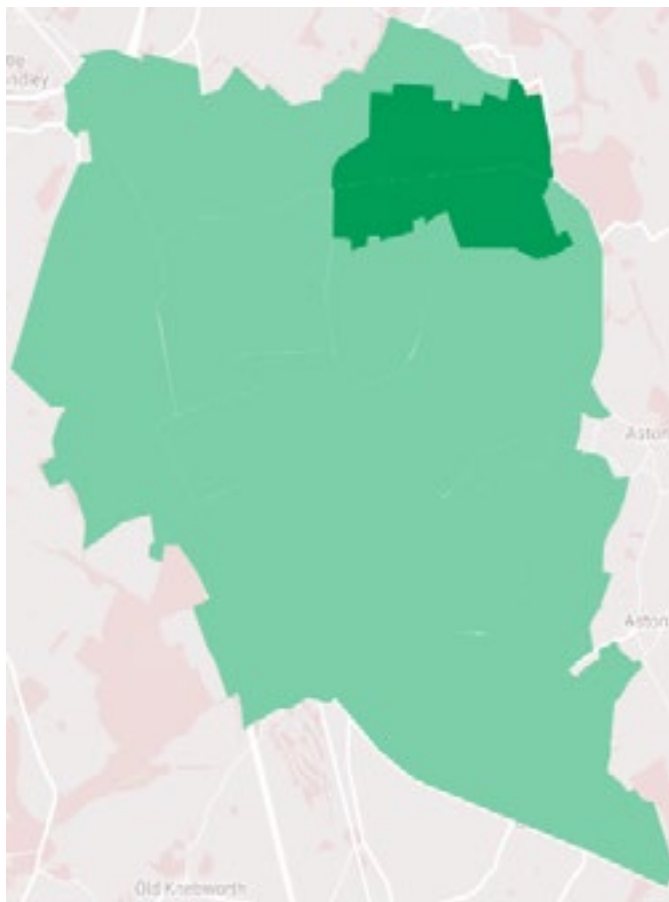
With the exception of the age demographic information, all of these are sourced from the 2011 census (individual references provided below). The Age table uses the ONS 2018 Mid-Year Estimates for Population, as the 2019 version of the dataset is not released until October 2020.





Neighbourhood Profile

St Nicholas & Martins Wood



Age	St Nicholas	Martins Wood	Stevenage
0-9	1,227	783	11,977
	16.2%	12.4%	13.6%
10-19	1,025	722	9,818
	13.5%	11.5%	11.2%
20-34	1,616	1,193	18,006
	21.3%	19.0%	20.5%
35-49	1,630	1,296	17,715
	21.5%	20.6%	20.2%
50-64	1,287	1,298	16,897
	16.9%	20.6%	19.3%
65-79	644	723	9,304
	8.5%	11.5%	10.6%
80+	165	276	4,037
	2.2%	4.4%	4.6%
Total	7,594	6,291	87,754
	100.0%	100.0%	100.0%

ONS 2018 Mid-Year Estimates *2018 Estimates are used as the Ward level figures for 2019 have not yet been published.

Ethnicity	St Nicholas	Martins Wood	Stevenage
Asian/Asian British	673	384	4,848
	10.0%	6.1%	5.8%
Black/African/Caribbean/Black British	469	243	2,836
	7.0%	3.8%	3.4%
Mixed/Multiple ethnic groups	220	131	2,265
	3.3%	2.1%	2.7%
Other ethnic group	39	48	410
	0.6%	0.8%	0.5%
White	5,345	5,523	73,598
	79.2%	87.3%	87.7%
Total	6,746	6,329	83,957
	100.0%	100.0%	100.0%

Ethnic Makeup - ONS Census 2011, Table KS201EW

Religion	St Nicholas	Martins Wood	Stevenage
Christian	3,693	3,427	45,705
	54.7%	54.1%	54.4%
Buddhist	46	33	442
	0.7%	0.5%	0.5%
Hindu	113	75	996
	1.7%	1.2%	1.2%
Jewish	8	14	147
	0.1%	0.2%	0.2%
Muslim	194	161	1,654
	2.9%	2.5%	2.0%
Sikh	21	54	303
	0.3%	0.9%	0.4%
Other	38	37	460
	0.6%	0.6%	0.5%
No Religion	2,242	2,142	28,606
	33.2%	33.8%	34.1%
Not Stated	391	386	5,644
	5.8%	6.1%	6.7%
Total	6,746	6,329	83,957
	100.0%	100.0%	100.0%

Religion of Residents - ONS Census 2011, Table KS209EW

Caring	St Nicholas	Martins Wood	Stevenage
Provides no unpaid care/week	6,147	5,653	75,407
	91.1%	89.3%	89.8%
1-19 Hours unpaid care/week	339	445	5,365
	5.0%	7.0%	6.4%
20-49 Hours unpaid care/week	89	85	1,053
	1.3%	1.3%	1.3%
50+ Hours unpaid care/week	171	146	2,132
	2.5%	2.3%	2.5%
Total	6,746	6,329	83,957
	100.0%	100.0%	100.0%

Health & Provision of unpaid care - ONS Census 2011, Table KS301EW



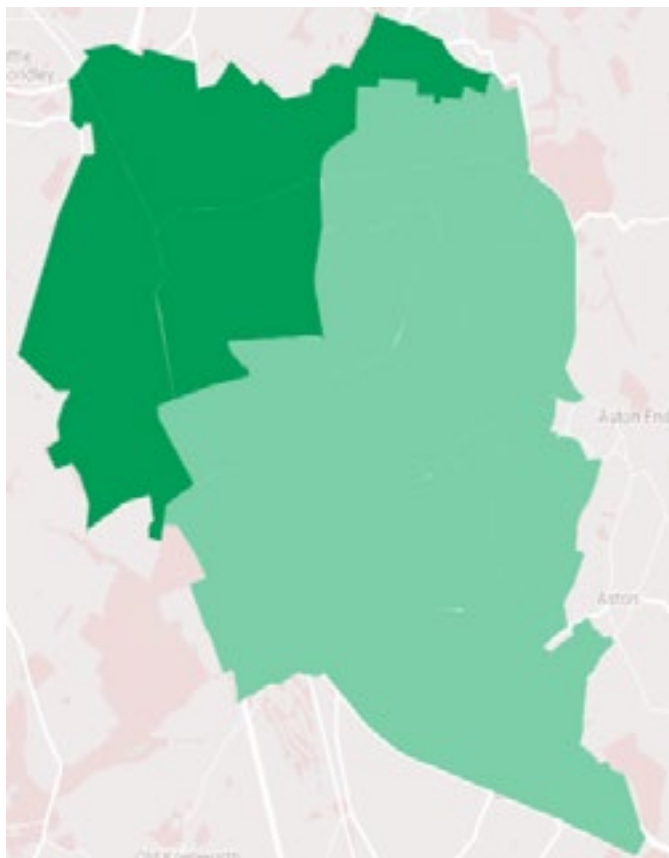
Marital Status	St Nicholas	Martins Wood	Stevenage
Single	1,777	1,766	22,647
	35.0%	34.9%	33.9%
Married	2,363	2,290	30,955
	46.5%	45.2%	46.3%
Same-sex partnership	9	4	101
	0.2%	0.1%	0.2%
Separated	170	177	2,020
	3.3%	3.5%	3.0%
Divorced	539	537	6,781
	10.6%	10.6%	10.1%
Widowed	222	291	4,362
	4.4%	5.7%	6.5%
Total	5,080	5,065	66,866
	100.0%	100.0%	100.0%

Marital and Civil Partnership Status - ONS Census 2011, Table KS103EW

Lone Parenting	St Nicholas	Martins Wood	Stevenage
Lone Parent Part-time Employment	81	99	1,028
	31.0%	38.5%	34.4%
Lone Parent Full-time Employment	66	60	743
	25.3%	23.3%	24.9%
Lone Parent Not in Employment	114	98	1,214
	43.7%	38.1%	40.7%
Male Lone Parent Total	22	34	297
	8.4%	13.2%	9.9%
Female Lone Parent Total	239	223	2,688
	91.6%	86.8%	90.1%
Lone Parent Total	261	257	2,985
	100.0%	100.0%	100.0%

Lone Parent Households with Dependent Children - ONS Census 2011, Table KS107EW

Neighbourhood Profile Woodfield, Old Town & Symonds Green



Age	Woodfield	Old Town	Symonds Green	Stevenage
0-9	711	1,090	796	11,977
	12.1%	12.7%	13.3%	13.6%
10-19	670	827	537	9,818
	11.4%	9.6%	8.9%	11.2%
20-34	1,168	2,054	1,292	18,006
	19.8%	23.8%	21.5%	20.5%
35-49	1,204	1,744	1,190	17,715
	20.4%	20.2%	19.8%	20.2%
50-64	1,213	1,439	1,143	16,897
	20.6%	16.7%	19.0%	19.3%
65-79	625	982	775	9,304
	10.6%	11.4%	12.9%	10.6%
80+	301	478	272	4,037
	5.1%	5.5%	4.5%	4.6%
Total	5,892	8,614	6,005	87,754
	100.0%	100.0%	100.0%	100.0%

ONS 2018 Mid-Year Estimates *2018 Estimates are used as the Ward level figures for 2019 have not yet been published.

Ethnicity	Woodfield	Old Town	Symonds Green	Stevenage
Asian/Asian British	568	498	285	4,848
	9.8%	6.3%	4.9%	5.8%
Black/African/ Caribbean/ Black British	171	122	139	2,836
	3.0%	1.5%	2.4%	3.4%
Mixed/ Multiple ethnic groups	173	211	153	2,265
	3.0%	2.7%	2.6%	2.7%
Other ethnic group	45	40	16	410
	0.8%	0.5%	0.3%	0.5%
White	4,827	7,051	5,202	73,598
	83.5%	89.0%	89.8%	87.7%
Total	5,784	7,922	5,795	83,957
	100.0%	100.0%	100.0%	100.0%

Ethnic Makeup - ONS Census 2011, Table KS201EW

Religion	Woodfield	Old Town	Symonds Green	Stevenage
Christian	3,199	4,197	3,214	45,705
	55.3%	53.0%	55.5%	54.4%
Buddhist	47	39	23	442
	0.8%	0.5%	0.4%	0.5%
Hindu	119	113	99	996
	2.1%	1.4%	1.7%	1.2%
Jewish	14	18	5	147
	0.2%	0.2%	0.1%	0.2%
Muslim	127	191	65	1,654
	2.2%	2.4%	1.1%	2.0%
Sikh	73	39	8	303
	1.3%	0.5%	0.1%	0.4%
Other	34	42	28	460
	0.6%	0.5%	0.5%	0.5%
No Religion	1,756	2,781	1,942	28,606
	30.4%	35.1%	33.5%	34.1%
Not Stated	415	502	411	5,644
	7.2%	6.3%	7.1%	6.7%
Total	5,784	7,922	5,795	83,957
	100.0%	100.0%	100.0%	100.0%

Religion of Residents - ONS Census 2011, Table KS209EW

Caring	Woodfield	Old Town	Symonds Green	Stevenage
Provides no unpaid care/week	5,209	7,114	5,189	75,407
	90.1%	89.8%	89.5%	89.8%
1-19 Hours unpaid care/week	392	514	364	5,365
	6.8%	6.5%	6.3%	6.4%
20-49 Hours unpaid care/week	62	91	78	1,053
	1.1%	1.1%	1.3%	1.3%
50+ Hours unpaid care/week	121	203	164	2,132
	2.1%	2.6%	2.8%	2.5%
Total	5,784	7,922	5,795	83,957
	100.0%	100.0%	100.0%	100.0%

Health & Provision of unpaid care - ONS Census 2011, Table KS301EW



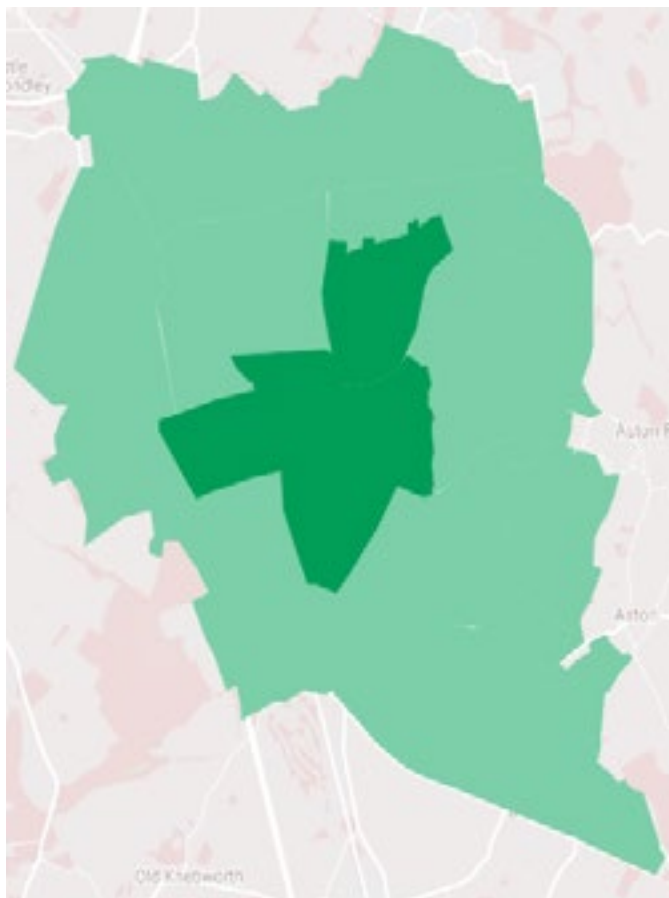
Marital Status	Woodfield	Old Town	Symonds Green	Stevenage
Single	1,490	2,371	1,594	22,647
	32.6%	36.7%	33.4%	33.9%
Married	2,377	2,806	2,182	30,955
	52.0%	43.5%	45.8%	46.3%
Same-sex partnership	11	9	10	101
	0.2%	0.1%	0.2%	0.2%
Separated	103	208	167	2,020
	2.3%	3.2%	3.5%	3.0%
Divorced	384	604	498	6,781
	8.4%	9.4%	10.4%	10.1%
Widowed	209	458	316	4,362
	4.6%	7.1%	6.6%	6.5%
Total	4,574	6,456	4,767	66,866
	100.0%	100.0%	100.0%	100.0%

Marital and Civil Partnership Status - ONS Census 2011, Table KS103EW

Lone Parenting	Woodfield	Old Town	Symonds Green	Stevenage
Lone Parent Part-time Employment	55	89	74	1,028
	28.9%	34.9%	37.2%	34.4%
Lone Parent Full-time Employment	50	69	53	743
	26.3%	27.1%	26.6%	24.9%
Lone Parent Not in Employment	85	97	72	1,214
	44.7%	38.0%	36.2%	40.7%
Male Lone Parent Total	17	25	21	297
	8.9%	9.8%	10.6%	9.9%
Female Lone Parent Total	173	230	178	2,688
	91.1%	90.2%	89.4%	90.1%
Lone Parent Total	190	255	199	2,985
	100.0%	100.0%	100.0%	100.0%

Lone Parent Households with Dependent Children - ONS Census 2011, Table KS107EW

Neighbourhood Profile Bedwell & Pin Green



Age	Bedwell	Pin Green	Stevenage
0-9	1,119	868	11,977
	14.6%	13.2%	13.6%
10-19	869	710	9,818
	11.3%	10.8%	11.2%
20-34	1,809	1,319	18,006
	23.6%	20.0%	20.5%
35-49	1,553	1,346	17,715
	20.2%	20.4%	20.2%
50-64	1,293	1,162	16,897
	16.8%	17.7%	19.3%
65-79	662	820	9,304
	8.6%	12.5%	10.6%
80+	374	358	4,037
	4.9%	5.4%	4.6%
Total	7,679	6,583	87,754
	100.0%	100.0%	100.0%

ONS 2018 Mid-Year Estimates *2018 Estimates are used as the Ward level figures for 2019 have not yet been published.

Ethnicity	Bedwell	Pin Green	Stevenage
Asian/Asian British	607	330	4,848
	8.7%	5.4%	5.8%
Black/African/Caribbean/Black British	301	200	2,836
	4.3%	3.3%	3.4%
Mixed/Multiple ethnic groups	225	175	2,265
	3.2%	2.9%	2.7%
Other ethnic group	44	35	410
	0.6%	0.6%	0.5%
White	5,838	5,348	73,598
	83.2%	87.8%	87.7%
Total	7,015	6,088	83,957
	100.0%	100.0%	100.0%

Ethnic Makeup - ONS Census 2011, Table KS201EW

Religion	Bedwell	Pin Green	Stevenage
Christian	3,573	3,259	45,705
	50.9%	53.5%	54.4%
Buddhist	58	33	442
	0.8%	0.5%	0.5%
Hindu	77	81	996
	1.1%	1.3%	1.2%
Jewish	12	14	147
	0.2%	0.2%	0.2%
Muslim	234	163	1,654
	3.3%	2.7%	2.0%
Sikh	8	25	303
	0.1%	0.4%	0.4%
Other	37	29	460
	0.5%	0.5%	0.5%
No Religion	2,496	2,102	28,606
	35.6%	34.5%	34.1%
Not Stated	520	382	5,644
	7.4%	6.3%	6.7%
Total	7,015	6,088	83,957
	100.0%	100.0%	100.0%

Religion of Residents - ONS Census 2011, Table KS209EW

Caring	Bedwell	Pin Green	Stevenage
Provides no unpaid care/week	6,369	5,397	75,407
	90.8%	88.6%	89.8%
1-19 Hours unpaid care/week	365	439	5,365
	5.2%	7.2%	6.4%
20-49 Hours unpaid care/week	88	70	1,053
	1.3%	1.1%	1.3%
50+ Hours unpaid care/week	193	182	2,132
	2.8%	3.0%	2.5%
Total	7,015	6,088	83,957
	100.0%	100.0%	100.0%

Health & Provision of unpaid care - ONS Census 2011, Table KS301EW



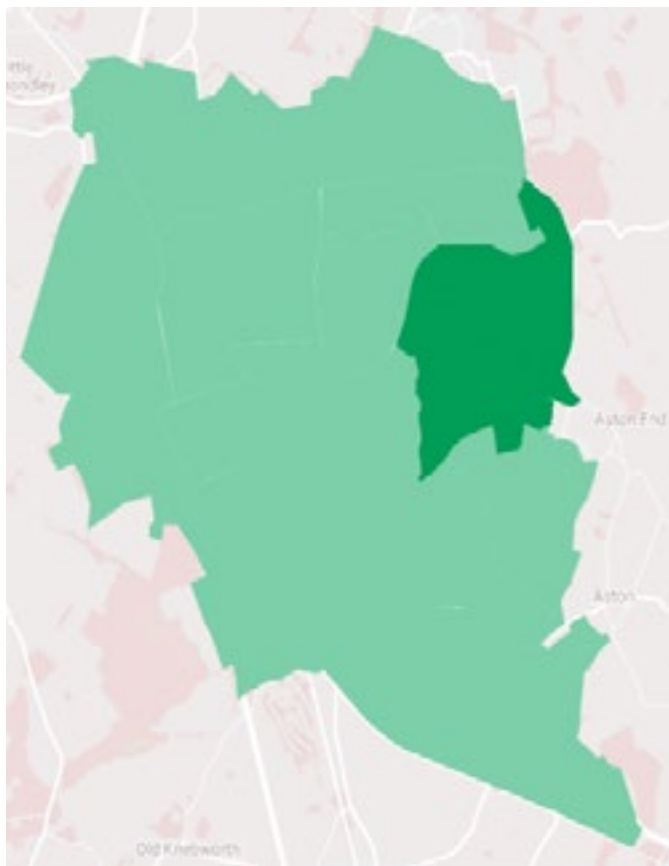
Marital Status	Bedwell	Pin Green	Stevenage
Single	2,073	1,781	22,647
	37.8%	35.5%	33.9%
Married	2,166	2,135	30,955
	39.5%	42.6%	46.3%
Same-sex partnership	13	10	101
	0.2%	0.2%	0.2%
Separated	156	168	2,020
	2.8%	3.3%	3.0%
Divorced	646	548	6,781
	11.8%	10.9%	10.1%
Widowed	423	375	4,362
	7.7%	7.5%	6.5%
Total	5,477	5,017	66,866
	100.0%	100.0%	100.0%

Marital and Civil Partnership Status - ONS Census 2011, Table KS103EW

Lone Parenting	Bedwell	Pin Green	Stevenage
Lone Parent Part-time Employment	102	65	1,028
	30.9%	31.9%	34.4%
Lone Parent Full-time Employment	59	53	743
	17.9%	26.0%	24.9%
Lone Parent Not in Employment	169	86	1,214
	51.2%	42.2%	40.7%
Male Lone Parent Total	33	21	297
	10.0%	10.3%	9.9%
Female Lone Parent Total	297	183	2,688
	90.0%	89.7%	90.1%
Lone Parent Total	330	204	2,985
	100.0%	100.0%	100.0%

Lone Parent Households with Dependent Children - ONS Census 2011, Table KS107EW

Neighbourhood Profile Chells & Manor



Age	Chells	Manor	Stevenage
0-9	1,075	646	11,977
	15.5%	10.5%	13.7%
10-19	840	625	9,818
	12.1%	10.1%	11.3%
20-34	1,337	1,106	18,006
	19.3%	17.9%	20.6%
35-49	1,378	1,261	17,715
	19.9%	20.4%	20.3%
50-64	1,298	1,513	16,410
	18.7%	24.5%	18.8%
65-79	712	782	9,304
	10.3%	12.7%	10.7%
80+	290	241	4,037
	4.2%	3.9%	4.6%
Total	6,930	6,174	87,267
	100.0%	100.0%	100.0%

ONS 2018 Mid-Year Estimates *2018 Estimates are used as the Ward level figures for 2019 have not yet been published.

Ethnicity	Chells	Manor	Stevenage
Asian/Asian British	331	295	4,848
	4.9%	4.7%	5.8%
Black/African/Caribbean/Black British	251	162	2,836
	3.7%	2.6%	3.4%
Mixed/Multiple ethnic groups	224	112	2,265
	3.3%	1.8%	2.7%
Other ethnic group	19	14	410
	0.3%	0.2%	0.5%
White	5,954	5,743	73,598
	87.8%	90.8%	87.7%
Total	6,779	6,326	83,957
	100.0%	100.0%	100.0%

Ethnic Makeup - ONS Census 2011, Table KS201EW

Religion	Chells	Manor	Stevenage
Christian	3,686	3,655	45,705
	54.4%	57.8%	54.4%
Buddhist	29	23	442
	0.4%	0.4%	0.5%
Hindu	51	89	996
	0.8%	1.4%	1.2%
Jewish	5	19	147
	0.1%	0.3%	0.2%
Muslim	150	66	1,654
	2.2%	1.0%	2.0%
Sikh	9	21	303
	0.1%	0.3%	0.4%
Other	34	31	460
	0.5%	0.5%	0.5%
No Religion	2,346	1,936	28,606
	34.6%	30.6%	34.1%
Not Stated	469	486	5,644
	6.9%	7.7%	6.7%
Total	6,779	6,326	83,957
	100.0%	100.0%	100.0%

Religion of Residents - ONS Census 2011, Table KS209EW

Caring	Chells	Manor	Stevenage
Provides no unpaid care/week	6,078	5,712	75,407
	89.7%	90.3%	89.8%
1-19 Hours unpaid care/week	437	428	5,365
	6.4%	6.8%	6.4%
20-49 Hours unpaid care/week	82	75	1,053
	1.2%	1.2%	1.3%
50+ Hours unpaid care/week	182	111	2,132
	2.7%	1.8%	2.5%
Total	6,779	6,326	83,957
	100.0%	100.0%	100.0%

Health & Provision of unpaid care - ONS Census 2011, Table KS301EW



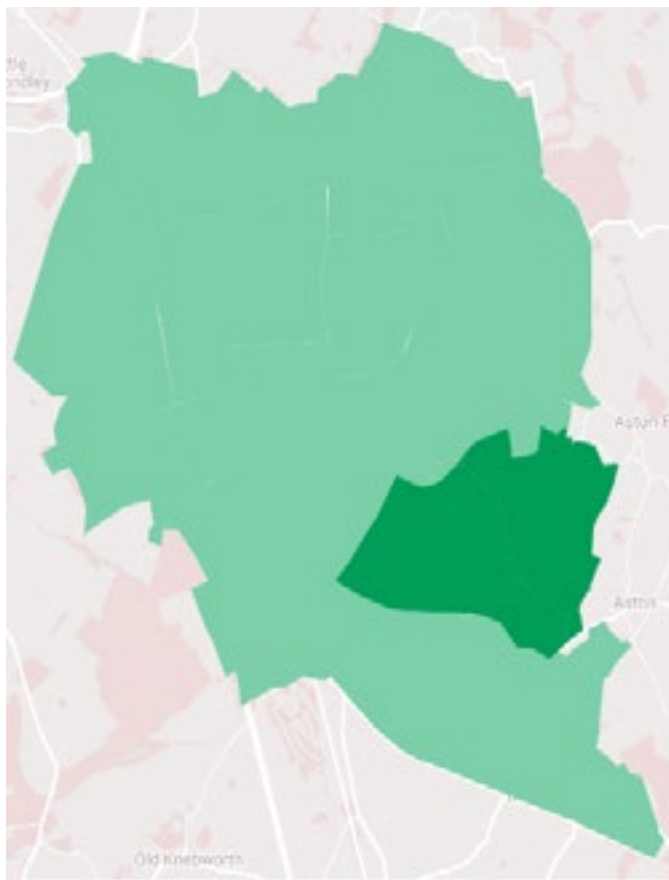
Marital Status	Chells	Manor	Stevenage
Single	1,644	1,588	22,647
	31.1%	30.5%	33.9%
Married	2,616	2,781	30,955
	49.5%	53.4%	46.3%
Same-sex partnership	0	4	101
	0.0%	0.1%	0.2%
Separated	157	138	2,020
	3.0%	2.6%	3.0%
Divorced	547	424	6,781
	10.4%	8.1%	10.1%
Widowed	321	275	4,362
	6.1%	5.3%	6.5%
Total	5,285	5,210	66,866
	100.0%	100.0%	100.0%

Marital and Civil Partnership Status - ONS Census 2011, Table KS103EW

Lone Parenting	Chells	Manor	Stevenage
Lone Parent Part-time Employment	104	59	1,028
	42.3%	42.1%	34.4%
Lone Parent Full-time Employment	57	53	743
	23.2%	37.9%	24.9%
Lone Parent Not in Employment	85	28	1,214
	34.6%	20.0%	40.7%
Male Lone Parent Total	22	20	297
	8.9%	14.3%	9.9%
Female Lone Parent Total	224	120	2,688
	91.1%	85.7%	90.1%
Lone Parent Total	246	140	2,985
	100.0%	100.0%	100.0%

Lone Parent Households with Dependent Children - ONS Census 2011, Table KS107EW

Neighbourhood Profile Bandley Hill & Shephall



Age	Bandley Hill	Shephall	Stevenage
0-9	900	997	11,977
	13.4%	15.5%	13.6%
10-19	780	763	9,818
	11.6%	11.9%	11.2%
20-34	1,267	1,293	18,006
	18.9%	20.1%	20.5%
35-49	1,349	1,313	17,715
	20.1%	20.4%	20.2%
50-64	1,418	1,208	16,897
	21.1%	18.8%	19.3%
65-79	645	572	9,304
	9.6%	8.9%	10.6%
80+	348	275	4,037
	5.2%	4.3%	4.6%
Total	6,707	6,421	87,754
	100.0%	100.0%	100.0%

ONS 2018 Mid-Year Estimates *2018 Estimates are used as the Ward level figures for 2019 have not yet been published.

Ethnicity	Bandley Hill	Shephall	Stevenage
Asian/Asian British	325	203	4,848
	4.9%	3.3%	5.8%
Black/African/Caribbean/Black British	182	282	2,836
	2.7%	4.5%	3.4%
Mixed/Multiple ethnic groups	136	243	2,265
	2.0%	3.9%	2.7%
Other ethnic group	29	26	410
	0.4%	0.4%	0.5%
White	5,986	5,456	73,598
	89.9%	87.9%	87.7%
Total	6,658	6,210	83,957
	100.0%	100.0%	100.0%

Ethnic Makeup - ONS Census 2011, Table KS201EW

Religion	Bandley Hill	Shephall	Stevenage
Christian	3,709	3,245	45,705
	55.7%	52.3%	54.4%
Buddhist	45	21	442
	0.7%	0.3%	0.5%
Hindu	40	54	996
	0.6%	0.9%	1.2%
Jewish	14	10	147
	0.2%	0.2%	0.2%
Muslim	89	73	1,654
	1.3%	1.2%	2.0%
Sikh	8	13	303
	0.1%	0.2%	0.4%
Other	44	41	460
	0.7%	0.7%	0.5%
No Religion	2,235	2,323	28,606
	33.6%	37.4%	34.1%
Not Stated	474	430	5,644
	7.1%	6.9%	6.7%
Total	6,658	6,210	83,957
	100.0%	100.0%	100.0%

Religion of Residents - ONS Census 2011, Table KS209EW

Caring	Bandley Hill	Shephall	Stevenage
Provides no unpaid care/week	5,993	5,526	75,407
	90.0%	89.0%	89.8%
1-19 Hours unpaid care/week	402	414	5,365
	6.0%	6.7%	6.4%
20-49 Hours unpaid care/week	83	96	1,053
	1.2%	1.5%	1.3%
50+ Hours unpaid care/week	180	174	2,132
	2.7%	2.8%	2.5%
Total	6,658	6,210	83,957
	100.0%	100.0%	100.0%

Health & Provision of unpaid care - ONS Census 2011, Table KS301EW



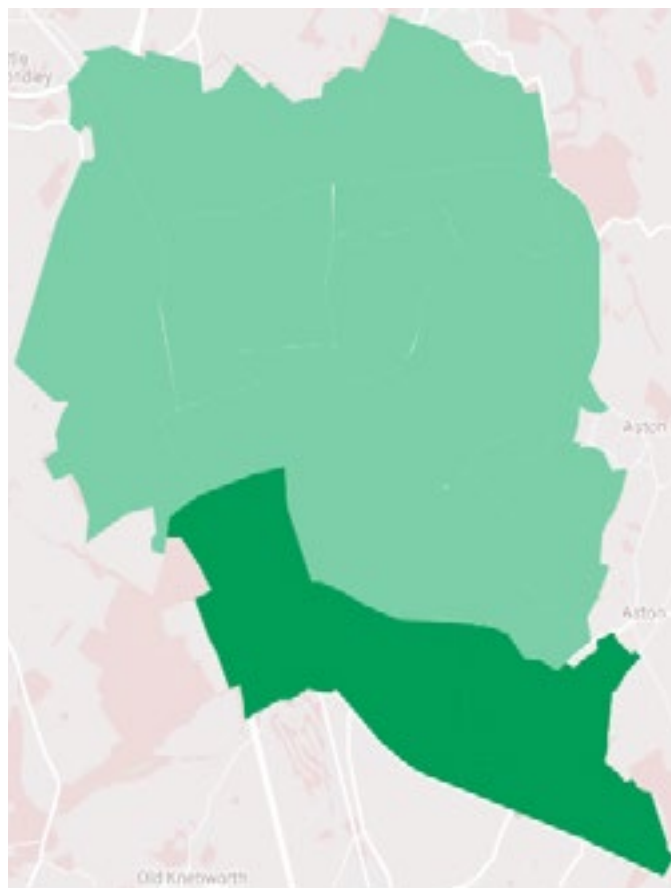
Marital Status	Bandley Hill	Shephall	Stevenage
Single	1,700	1,632	22,647
	32.3%	34.2%	33.9%
Married	2,495	2,138	30,955
	47.3%	44.7%	46.3%
Same-sex partnership	7	9	101
	0.1%	0.2%	0.2%
Separated	140	129	2,020
	2.7%	2.7%	3.0%
Divorced	539	517	6,781
	10.2%	10.8%	10.1%
Widowed	389	353	4,362
	7.4%	7.4%	6.5%
Total	5,270	4,778	66,866
	100.0%	100.0%	100.0%

Marital and Civil Partnership Status - ONS Census 2011, Table KS103EW

Lone Parenting	Bandley Hill	Shephall	Stevenage
Lone Parent Part-time Employment	69	88	1,028
	31.9%	34.2%	34.4%
Lone Parent Full-time Employment	62	52	743
	28.7%	20.2%	24.9%
Lone Parent Not in Employment	85	117	1,214
	39.4%	45.5%	40.7%
Male Lone Parent Total	18	20	297
	8.3%	7.8%	9.9%
Female Lone Parent Total	198	237	2,688
	91.7%	92.2%	90.1%
Lone Parent Total	216	257	2,985
	100.0%	100.0%	100.0%

Lone Parent Households with Dependent Children - ONS Census 2011, Table KS107EW

Neighbourhood Profile Longmeadow & Roebuck



Age	Longmeadow	Roebuck	Stevenage
0-9	801	964	11,977
	13.4%	14.0%	13.6%
10-19	656	794	9,818
	11.0%	11.5%	11.2%
20-34	1,091	1,461	18,006
	18.2%	21.2%	20.5%
35-49	1,136	1,315	17,715
	19.0%	19.1%	20.2%
50-64	1,298	1,327	16,897
	21.7%	19.3%	19.3%
65-79	671	691	9,304
	11.2%	10.0%	10.6%
80+	329	330	4,037
	5.5%	4.8%	4.6%
Total	5,982	6,882	87,754
	100.0%	100.0%	100.0%

ONS 2018 Mid-Year Estimates *2018 Estimates are used as the Ward level figures for 2019 have not yet been published.

Ethnicity	Longmeadow	Roebuck	Stevenage
Asian/Asian British	127	222	4,848
	2.1%	3.5%	5.8%
Black/African/Caribbean/Black British	137	177	2,836
	2.3%	2.8%	3.4%
Mixed/Multiple ethnic groups	120	142	2,265
	2.0%	2.2%	2.7%
Other ethnic group	24	31	410
	0.4%	0.5%	0.5%
White	5,502	5,823	73,598
	93.1%	91.1%	87.7%
Total	5,910	6,395	83,957
	100.0%	100.0%	100.0%

Ethnic Makeup - ONS Census 2011, Table KS201EW

Religion	Longmeadow	Roebuck	Stevenage
Christian	3,327	3,521	45,705
	56.3%	55.1%	54.4%
Buddhist	20	25	442
	0.3%	0.4%	0.5%
Hindu	33	52	996
	0.6%	0.8%	1.2%
Jewish	13	1	147
	0.2%	0.0%	0.2%
Muslim	41	100	1,654
	0.7%	1.6%	2.0%
Sikh	15	9	303
	0.3%	0.1%	0.4%
Other	26	39	460
	0.4%	0.6%	0.5%
No Religion	2,061	2,244	28,606
	34.9%	35.1%	34.1%
Not Stated	374	404	5,644
	6.3%	6.3%	6.7%
Total	5,910	6,395	83,957
	100.0%	100.0%	100.0%

Religion of Residents - ONS Census 2011, Table KS209EW

Caring	Longmeadow	Roebuck	Stevenage
Provides no unpaid care/week	5,258	5,762	75,407
	89.0%	90.1%	89.8%
1-19 Hours unpaid care/week	402	424	5,365
	6.8%	6.6%	6.4%
20-49 Hours unpaid care/week	86	68	1,053
	1.5%	1.1%	1.3%
50+ Hours unpaid care/week	164	141	2,132
	2.8%	2.2%	2.5%
Total	5,910	6,395	83,957
	100.0%	100.0%	100.0%

Health & Provision of unpaid care - ONS Census 2011, Table KS301EW



Marital Status	Longmeadow	Roebuck	Stevenage
Single	1,479	1,752	22,647
	31.0%	34.3%	33.9%
Married	2,340	2,266	30,955
	49.0%	44.3%	46.3%
Same-sex partnership	5	10	101
	0.1%	0.2%	0.2%
Separated	140	167	2,020
	2.9%	3.3%	3.0%
Divorced	483	515	6,781
	10.1%	10.1%	10.1%
Widowed	330	400	4,362
	6.9%	7.8%	6.5%
Total	4,777	5,110	66,866
	100.0%	100.0%	100.0%

Marital and Civil Partnership Status - ONS Census 2011, Table KS103EW

Lone Parenting	Longmeadow	Roebuck	Stevenage
Lone Parent Part-time Employment	70	73	1,028
	35.4%	31.5%	34.4%
Lone Parent Full-time Employment	53	56	743
	26.8%	24.1%	24.9%
Lone Parent Not in Employment	75	103	1,214
	37.9%	44.4%	40.7%
Male Lone Parent Total	21	23	297
	10.6%	9.9%	9.9%
Female Lone Parent Total	177	209	2,688
	89.4%	90.1%	90.1%
Lone Parent Total	198	232	2,985
	100.0%	100.0%	100.0%

Lone Parent Households with Dependent Children - ONS Census 2011, Table KS107EW

Workforce information for 2020

Below is the profile of the Stevenage Borough Council workforce. The data excludes staff on casual contracts and covers the period 1 January to 31 December 2020.

The council's services are organised into nine Business Units across three themes:

- Customer – Housing and Investment; Communities and Neighbourhoods
- Place – Planning and Regulation; Stevenage Direct Services; Regeneration; Housing Development
- Transformation and Support – Corporate Services ;Digital & Transformation; Finance and Estates

The council's business units, with the support of the Human Resources department, will use this data in future workforce planning.

Please note: In the tables below, * indicates a figure representing 5 or less. We have not included actual figures to ensure that individual members of staff cannot be identified.

Employees by protected characteristic

Service	Employees	Working Pattern		Sex		Ethnicity	Disability	Sexual Orientation	Religion or Belief
	Headcount	FT	PT	Male	Female	% of BME employees (inc Irish & White Other)	% of employees declaring a disability	% of employees who are LGB	% of employees disclosing a religion or belief
Customer	230	172	58	50	180	14.04%	6.25%	1.87%	56.94%
Place	239	217	22	178	61	10.78%	6.78%	0.45%	54.33%
Transformation and Support	182	140	42	74	108	18.33%	7.87%	4.09%	59.39%
Total	651	529	122	302	349	14.06%	6.90%	1.98%	56.70%

Age profile of employees (headcount and percentage)

Service	16 to 24		25 to 34		35 to 44		45 to 54		55 to 64		65 and above	
	no.	%	no.	%	no.	%	no.	%	no.	%	no.	%
Customer	10	4.34	67	29.13	34	14.78	65	28.26	48	20.86	6	2.6
Place	*	*	38	16.10	49	20.76	69	29.24	70	29.66	10	4.23
Transformation and Support	11	6.21	23	12.99	55	31.07	39	22.03	49	27.68	*	*
Total	24	3.81	128	20.32	138	21.9	173	27.46	167	26.51	21	3.3

Ethnicity of employees (percentage)

Directorate	Asian or Asian British	Black or Black British	Mixed Ethnic Group	Other Ethnic Group	White British	White Other
Customer	*	7.46%	3.07	*	85.96%	3.07
Place	*	3.45%	3.02%	*	89.22%	*
Transformation and Support	7.22%	6.11%	1.67%	*	81.67%	3.33%
Total	2.66%	5.63%	2.66%	*	85.94%	2.81%

Religion of employees (percentage)

	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Other religion	No religion
Customer	*	53.59%	*	*	*	*	43.06%	*
Place	*	51.44%	*	*	*	*	45.67%	
Transformation and Support	*	49.7%	*	*	4.85%	*	40.61%	3.64%
Total	*	51.72%	*	*	1.55%	*	43.3%	2.41%

Employees by length of service

Service	Less than 5 years (HC)	5 to 10 years (HC)	More than 10 years (HC)	Voluntary Turnover	Total Turnover
Customer	128	39	63	9.13%	12.17%
Place	90	26	123	7.95%	10.88%
Transformation and Support	94	25	63	7.69%	10.44%
Total	312	90	249	8.29%	11.21%

Number of leavers

Service	Voluntary (HC)	Non Voluntary (HC)	TUPE (HC)	Voluntary (%)	Non Voluntary (%)	TUPE (%)
Customer	21	*	0	75%	25%	0.0%
Place	19	*	0	73.08%	26.92%	0.0%
Transformation and Support	14	*	0	73.68%	26.32%	0.0%
Total	54	19	0	73.97%	26.03%	0.0%

Leavers by protected characteristic

Working pattern		Sex		Ethnicity	Disability	Sexual Orientation	Religion or Belief
FT (HC)	PT (HC)	Male (HC)	Female (HC)	% of BME employees (inc Irish & White Other)	% of employees declaring a disability	% of employees who are LGB	% of employees disclosing a religion or belief
63	10	32	41	14.29%	*	*	59.68%

Starters by protected characteristic

Working pattern		Sex		Ethnicity	Disability	Sexual Orientation	Religion or Belief
FT (HC)	PT (HC)	Male (HC)	Female (HC)	% of BME employees (inc Irish & White Other)	% of employees declaring a disability	% of employees who are LGB	% of employees disclosing a religion or belief
72	19	34	57	27.06%	*	*	52.5%

Base Pay

Service	Base Pay - Headcount				Base Pay - As a percentage			
	Less than £20k	£20k up to £30k	£30k up to £50k	Over £50k	Less than £20k	£20k up to £30k	£30k up to £50k	Over £50k
Customer	19	97	107	7	8.26%	42.17%	46.52%	3.04%
Place	17	119	94	9	7.11%	49.79%	39.33%	3.77%
Transformation and Support	13	57	84	28	7.14%	31.32%	46.15%	15.38%
Total	49	273	285	44	7.53%	41.94%	43.78%	6.76%

Pay by protected characteristic (percentage)

Pay	Sex		Working Pattern		Ethnicity	Disability	Sexual Orientation	Religion or Belief
	Male	Female	FT	PT	% of BME employees (inc Irish & White Other)	% of employees declaring a disability	% of employees who are LGB	% of employees disclosing a religion or belief
Less than £20k	3.69%	3.84%	4.92%	2.61%	0.94%	*	0.17%	3.26%
£20k up to £30k	17.97%	23.96%	32.57%	9.37%	5.63%	3.76%	0.83%	25.43%
£30k up to £50k	20.89%	22.89%	37.94%	5.84%	6.09%	2.51%	0.66%	24.57%
Over £50k	3.84%	2.92%	5.84%	0.92%	1.41%	*	0.33%	3.44%
Total	46.39%	53.61%	81.26%	18.74%	14.06%	6.9%	1.98%	56.7%

In line with the legislation, Stevenage Borough Council's Gender Pay Gap report was published on 30 March 2020 and can be viewed on the council's website.

Pay by age (percentage)

Pay	16 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 and above	All Ages
Less than £20k	1.54%	2%	*	1.54%	1.54%	*	7.53%
£20k up to £30k	2%	9.22%	7.07%	10.45%	11.37%	1.84%	41.94%
£30k up to £50k	*	7.99%	11.21%	12.29%	11.21%	0.92%	43.78%
Over £50k	*	*	2.3%	2.3%	1.54%	*	6.76%
Total	3.69%	19.66%	21.2%	26.57%	25.65%	3.23%	100%

How have we supported and celebrated Equality and Diversity in 2020/21?

Over the next few pages you will find examples of some of the ways we have promoted equality and diversity in the town over the last year.

Customer

- Following government restrictions and lock down rules, families needed a reason for them to come out of their homes and make the most of their daily exercise time. Activity sessions provided a vital face to face connection with many families in need. During these sessions the playstaff team were able to provide sign posting information to support those families who maybe struggling. 1507 picnics and 2600 activity packs were distributed.
- Parents whose children were self-isolating due to being extremely vulnerable or having Covid, requested the activity packs through SBC Facebook pages and Stevenage Helps help line, packs were delivered to their homes to avoid them missing out.
- To avoid holiday hunger 435 food packs were issued to any families in need and 580 chocolate Easter eggs distributed. Activity packs were funded by SBC Ward councillors, East Herts Councillor donations and Defra grants.
- We commenced a bi-monthly health & wellbeing newsletter to all our residents in independent living and Flexicare to inform them of health & wellbeing activities (locally and virtually) and to raise awareness of national awareness days and how they could get involved.
- We launched our Equalities Commission with an independent chair and the Board comprising of both community and key organisational members focusing on the disproportionate impact of inequalities on the lives of Black Asian and Minority Ethnic individuals and communities (BAME). The Commission will undertake a strategic assessment of the nature, extent, causes and impact of race inequality in Stevenage and make recommendations for tackling them.
- In response to the pandemic, we set up “Stevenage Helps” to support our most vulnerable residents with access to food, cleaning resources, personal hygiene products and signposting and advice to other agencies.
- We have supported many residents to move into our accommodation, being the single point of contact supporting them all the way through the process.
- We have worked closely with our aids and adaptation team, identifying people that may need our support living in their own home or support to find more suitable accommodation to meet their needs.
- We continued to carry out essential visits to those that needed them e.g. living with dementia or long term illnesses during all lockdowns to ensure residents had regular contact and continuity of support.

- We have continued our 24/7 response service throughout the pandemic to those on our Careline service or living in independent living or Flexicare schemes. Overall we responded to and attended 7026 emergency calls of which 165 were to support those living with dementia, 232 to support residents with their mental health and 1853 due to physical health needs.
- Through our Independent Living Asset management programme we have created two additional wheelchair accessible properties in our Flexicare scheme, continued to convert studio apartments into 1 bedroom properties
- We have launched a Young People's Healthy Hub for residents aged 11-16 to improve their physical and mental health, and lifestyle related behaviours
- The council commemorated the Holocaust with a virtual memorial event which was viewed over 800 times online. People and representatives from many different communities were invited to remember and reflect.
- Under our housing acquisition and buy back policies, we are specifically seeking to purchase properties that we can adapt for residents who are on our adaptations waiting list.
- For young adults /care leavers and young parents we work with multiple agencies ensuring that all tenancy and income matters are explained to them and that they understand to ensure that they succeed rather than fail
- Where we have major works and residents have medical and mental challenges aim to move them so that they do not go through the works process e.g. tenant with severe depression to be moved so that she maintains a degree of normality
- We continue to work with multiple specialist agencies such as Mind to try and put systems in place that mitigate the impact of nationwide/global challenges on our customers such as Welfare reforms. In the day to day operations we work with different types of support agencies such as Saffron Ground for mental health support and CAB for any support issues.
- As part of the council's Major Refurbishment Contract, we are continuing to add ramped access to communal area for flat blocks that can accommodate it
- We have instituted an information sharing agreement with HCC Fire Service. This is to support vulnerable residents with hoarding issues to prevent fire risks
- Stevenage Borough Council is a dedicated third party reporting centre for hate crime; the Community Safety Team has a designated hate crime champion, acting as a single point of contact for reports of incidents. All staff in the team have received training from Herts Police, ensuring they have a thorough knowledge of not only how to report hate crime, but also understand the impact it has on individuals and communities.
- Our Survivors Against Domestic Abuse (SADA) team is expanding to cater to the specific needs of LGBTQ victims, as well as undertaking work to ensure that faith and cultural needs of victims are factored into the support being offered. Increased recruitment has enabled the team to welcome staff and volunteers who themselves have these characteristics, ensuring that the team better reflects the communities they support.

- No More Service has had success in assisting both youth and adult clients to receive formal diagnoses of ADHD and mental health problems as the overwhelming majority of service users report moderate to severe symptoms that impact their day-to-day lives. Due consideration is given to how clients are communicated with, so that those with learning difficulties or literacy problems can still make the most of support on offer. We communicate in the client's preferred method, be this text, phone call, letter or video call.
- LGBTQ staff from the Communities and Neighbourhoods team recently led a workshop on how Stevenage Borough Council interacts with and supports members of the LGBTQ community – including council employees. These workshops will be held on a regular basis, in order to oversee SBC's adherence to its commitment to supporting this section of the community.
- The SADA Domestic Abuse service has seen a rise in referrals from men, the increase was 150% compared to 2019/20. We currently have two male families in our Safe Spaces
- The Community Safety service has seen rise in referrals for clients that had complex needs. The team also employ a Complex Needs Worker to be able to support the clients. The complex needs include, mental health diagnosis, drug and alcohol addictions, eating disorders and physical disabilities

Place

- The Garages Team provide a pool of 75 garages, issued on a rent free basis, that are used by voluntary and community sector groups that operate from within Stevenage.
- Provision of free assisted collections to support around 1,000 residents who, through illness or infirmity, are unable to put out their refuse/ recycling containers and do not have anyone else to assist them.
- Provision of free clinical waste service for households needing to dispose of used syringes, drugs, pharmaceuticals and surgical waste.
- Developments at Symonds Green and Addison House have had units within them specifically adapted to enable full accessibility for residents with mobility disabilities.
- Kenilworth Close development is seeing the construction of high quality independent living accommodation to ensure the over 55's have equal access to high quality housing. The accommodation is also fully accessible to cater for those with disabilities.

Transformation and Support

- We enhanced our Equality and Diversity Programme for all staff and are developing it into an e-learning module to enable remote learning
- We use anonymised shortlisting for recruitment to ensure fair access and opportunity
- We have provision of additional equipment/adjustments for disabled staff (additional during the pandemic in response to remote working)
- We have procured a new Employee Assistance Provider with focus on mental health

- We have been focussing on sharing stories and celebrating calendar events such as Pride, LGBTQ+ History Month, International Women's Day, Black History Month etc. This has made the celebrations unique to our colleagues via the stores and personal articles they shared on our staff intranet. These have led to workshops to explore the topics further
- We have shared staff blogs on mental health and wellbeing on our internet
- Wellbeing support for all staff during pandemic – resilience training, MIND webinar, virtual coffee mornings, exercise classes
- Our customer service team now offer appointments to our residents which replaces the traditional 'drop in' and wait service. This means our advisers can prepare in advance for customers with complex needs or are in need of additional support like translation services. There are also people on hand to support customers use self-service tools.
- We launched a new council website in September 2020 that has significantly improved digital accessibility by meeting the WCAG 2.1 two-star standard. This is a global standard for digital accessibility that's set by W3C, a body that develops web standards for use internationally, and promoted by the Cabinet Office. There are many new digital accessibility features on the new website, and often they're not obvious to customers that don't need them, but are essential for people that do need them. They include features such as:
 - providing text alternatives for images – so customers using a screen reader because of a vision issue can hear what an image shows
 - videos provide captions for customers with hearing difficulties
 - all functionality is available from a keyboard and easier to navigate using other inputs, so customers can use the website whichever controls they're able to use
 - text has been made more readable and easier to understand to help the widest possible audience
- The council renewed its commitment to Mind's time to change pledge on Time to Talk day. This is a commitment to positive wellbeing and to and change the way we think and act about mental health issues.
- We have rolled out the hidden disabilities sunflower scheme. This is a scheme which aims to help recognise people with hidden disabilities. One in five people have a disability and up to 80% of these can be hidden. We have therefore made the schemes lanyards and training available to staff and raised awareness of hidden disabilities.
- We have promoted and signposted a range of wellbeing and mental health support services and continue to provide a 24/7 confidential helpline available to staff through our employee assistance provider.
- Stevenage Borough Council continues to support members of the armed forces community through its commitment to the Armed Forces Covenant. This is a pledge that the council acknowledges and understands that those who serve or who have served in the armed forces, and their families, should be treated with fairness and respect in the communities, economy and society they serve.
- Mandatory training sessions for staff including Safeguarding, Mental Capacity Act, Modern Slavery, Radicalisation to ensure that we safeguard all groups of customers that have got any vulnerabilities that which may be triggered by their differences unique positions



A co-operative council



Stevenage Borough Council

Equality & Diversity information for Stevenage 2020-21