

Appendix 2 - Report on results of the Equality & Diversity Strategy consultation

1. Introduction

Portsmouth City Council's Equality & Diversity Strategy 2014-17 expired so the Equality & Diversity Team has therefore been working on refreshing the current strategy in order to keep it in line with its legal duties and current policy and to ensure that its focus is still relevant and important to Portsmouth residents, visitors and council staff. The revised strategy will be launched in January 2019.

A consultation on the refreshed strategy took place from 13 August 2018 - 02 November 2018

2. Methodology

The consultation was aimed at all Portsmouth residents as the strategy covers people protected under the Equality Act 2010 because of their age, sex, disability race, religion or belief, sexual orientation, gender reassignment, pregnancy and maternity and marriage and civil partnership.

- The Access & equality advisor met with various groups and individuals regarding the strategy. These included, Portsmouth disability forum (PDF), Visual impaired action group (VIAG), Empowering children's and families forum (ECAAF), the chair of Kroma (LGBT organisation) and Portsmouth deaf association (PDA).
- An email was sent to a number of diverse community groups inviting them to take part in the consultation including: Portsmouth Disability Forum, Portsmouth parent voice, Health & wellbeing team.
- An on-line survey was created, paper copies were available. A work version was also created to ensure compatibility with people using assistive technology, including screen readers.
- Respondents could provide their views via email to equalities@portsmouthcc.gov.uk or by calling 023 9283 4789
- Information about the consultation was available on the Equality and Diversity pages of the council website.
- The consultation was also publicised through the Voluntary and Community Sector newsletter which is sent to over 800 voluntary and community groups and organisations in the city.

3. Results

3.1. Feedback from service management

We received responses from four service areas, namely from HR and Licensing

Human resources

- In terms of layout, the "objectives" seems to include a mixture of aspirations, objectives and actions. So, for example, "Monitor staff perceptions of equality via staff surveys" is an action, it's not an objective. An objective might be "The council properly understands staff perceptions about equality" - and there will be a number of actions to achieve this, including monitoring results from staff surveys.
- Staff groups - Not opposed in principle to re-establishing these if we have a clear idea of what they will do and how we will use them. Happy to leave the recommendation in there as it clearly states "if demand is evident" but we definitely need to assess that first.
- Data - There doesn't seem to be anything in there about improving our workforce data on equalities. This has always been an issue for the council, as we can't compel people to do it, but it is a big gap in our knowledge
- Procurement - From experience using procurement to promote policy agendas is the wrong approach. It's better to put the emphasis on commissioners rather than procurers, as they need to build in E&D requirements into their decisions about how services should look, how they are provided etc. if it's left to the procurement process, it becomes a tick-box exercise
- Staff surveys - perfectly sensible for this to be in there, also this objective needs to include actions rather than just monitoring
- Actively promote PCC vacancies to diverse community groups - We need to better understand what the issue is we are trying to solve. Modern approaches to recruitment (social media etc) mean that a lot of the old barriers to people accessing jobs no longer exist, but if we have issues with particular groups not wanting to work for PCC, or not feeling able to, we need to understand what they are. Also, any barriers to people applying or attending interviews - e.g. language barriers, access issues etc. With regard to disability, this should be picked up by our disability confident submission. Overall, think the objective should be more around understanding barriers to people accessing jobs and finding solutions to them

Licensing

Can the action in relation to section 167 of the Equality Act 2010 be re-worded from:

To complete section 167 of the Equality Act 2010 - Maintain a list of accessible taxis and PHV's licensed in the city".

As this would require the approval of the Licensing Committee, and that there are pros and cons in relation to the effects of section 167 - can this action be reworded to:

To seek the views of the Licensing Committee in respect of section 167 of the Equality Act 2010 and action any recommendations regarding the maintenance of a list of accessible taxis and PHVs licensed in the city

3.2. Survey

There was a response to the on-line survey of 56 persons who -**chose to provide their views on the future strategy using this method. Proposed actions and improvements were also recorded from the meetings that the Access & equality advisor attended.

3.2.1. **Question 1 - What specific actions do you think the council needs to take to achieve Priority 1- Promoting fairness and diversity by tackling inequalities, disadvantage and discrimination?**

47 out of 56 (84%) persons answered this question.

Analysing the qualitative data we grouped the answers into themes / topics. The verbatim comments/suggestions are at the end of this section.

Out of the 47 respondents the themes that came out from this question were:

- Provide more support for vulnerable residents 26% (n12)
- Better engagement with minority/protected groups 26% (n12)
- Homeless and rough sleeping 17% (n8)
- Promote faith groups/community work
- Improve accessibility of premises for disabled people also other formats of information for targeted groups i.e. Learning disability, Deaf 13% (n6)
- Address issues with council housing 13% (n6)
- Equality impact assessments (EIA) 11% (n5)
- Work with private rental sector 11% (n5)
- More work regarding hate crime 11% (n5)
- Tackle unemployment in a better way 2% (n2)
- Lobby for more funding` 2% (n2)
- Improve safety/reduce crime 2% (n2)

The percentages will not equate to 100% as people may have mentioned more than one topic.

These are the verbatim comments/suggestions that came from the survey results for question 1:

- Provide BSL signers for deaf people
- Engage with minority groups about services the council provide
- Ensure Council services target highest risk groups.
- Use of socio-demographic data should be available/considered at delivery level."
- Tackle discrimination targeted against minority groups.
- Support the public library service, which provides the disadvantaged with access to information, literature, computers and the internet necessary for them to expand their horizons, understand themselves and the world better, identify their strengths and opportunities, feel more connected to the rest of society, and finally work their way out of poverty.
- Facilitate appropriate and meaningful work experience and employment opportunities for the unemployed, rather than 'shoe-horning' people into unsuitable and demeaning work for the sake of minimising the numbers on benefits."
- Assess continued entitlement to council housing - how do you know/check that people who have been living in council housing for some time are still in fact in need of it / aren't just benefitting from cheap rent when there may be more people more needy waiting for accommodation?
- "Develop a 'fast-track' system for rough sleepers to be able to access mental health services.
- Promote faith groups which aim to facilitate inter-faith dialogue and engagement with community issues."
- Produce a lot more council literature in an easy read format, making it accessible to people with a learning disability
- Reduce the number of unoccupied properties in Portsmouth. Ensure private landlords treat tenants fairly and maintain their properties to acceptable standards. Ensure council tenants are not exploiting vulnerable family by subletting.
- Publicity to combat hate crime
- I actually question some of these priorities at all.... I would not support a situation where people are actively employed based on their race, religion, gender or sexual preferences... I.e. "positive discrimination". I do believe education is key to breaking the cycle of poverty. I do agree there should be support for vulnerable rough sleepers who want to be supported to re-join the community.
- Ensure that Hate Crime is reduced and not tolerated within Portsmouth
- Be more inclusive of staff over 55 years in selection processes i.e. giving a weighting score for experience.

- Promote policies have reinforce personal responsibility i.e. the council will try to help people to help themselves.
- Provide accommodation and support for rough sleepers. Set up support to help people navigate the benefits systems, especially the change-over. Set up link people in various local communities: it is not just about publicising vacancies but about how people from different communities communicate. (For example some communities communicate best via word or mouth). Make sure that the council offers a range of placements for teenagers wanting work experience. Lobby to stop cuts to Council budgets - they increase deprivation and poverty.
- Give more training to staff to enable them to understand the complex needs of disabled people.
- Make sure policies have been assessed for impacts on disadvantaged people
- More scrutiny over Equality impact assessments
- Ensure that proper EIAs are conducted at the outset, and published.
- Include actions related to gender that can disadvantage women (for example), should also include transgender
- I thought this was an equality/diversity strategy. Where's LGBT? Gender identity? Race? I can't comment until I see how these items are also considered.
- "Rough sleeping reduction must include NRPF homelessness.
- More done to help new refugees find work quickly.
- Portsmouth to become a city of sanctuary."
- "Include a range of stakeholders in the equality impact assessments from organisations external to the one(s) in which the assessments are taking place in order to ensure impartiality and objectivity in the process.
- Promote council job vacancies through, for example, offline posting in libraries, schools, community associations and parent groups in order to reach those who do not or may not be able to access the job listings in the manner(s) typically expected."
- I think the council need to consider all BME minority groups and all vulnerable groups in order to promote fairness.
- Ensure more stable homes are available within the private renting. Educate the landlord and estate agent about equality especially, financial discrimination against Housing Benefit recipients.
- Ensure flexible working is available and does not discriminate against working mums
- Promote services that tackle hate crime and make sure community members know how and where to report it
- Ensure accessibility to all public areas. The number of (Wheelchair) Inaccessible new builds (cafes, restaurants, shops etc) is increasing in Portsmouth!

- "Rough sleeping is only the final viable result of people in crisis. Homelessness should be included in this to capture those with a permanent roof over their heads.
- "Ensure it's recruitment practices are fair and equitable.
- Promote positive inter community relations. "
- Stop hate crimes
- equal access to premises for disabled people
- "Earlier intervention for children on the edge of care
- Practical Support for all children in care
- Practical Support for all care leavers (not just a select few)
- More specific goals. (with timings) Ensure adequate support for those victims of domestic violence.
- More Sure Start Centres
- Reduce rough sleeping
- Implement some kind of domestic rent cap because rents are far too high in this city and it is usually the lowest paid people who are in rented accommodation and 2) Build some clean and safe homeless shelters so that rough sleepers can go there for the night when waiting for accommodation 3) Build more council properties instead of allowing the University of Portsmouth to build endless blocks of student accommodation.
- The council should a) try to implement a cap on domestic rents charged across the city as currently they are much too high b) build more council houses instead of allowing the University of Portsmouth to build endless blocks of student accommodation.
- Help singles get housing we still have children living at home because they cannot afford private accommodation
- Make sure the homeless can find homes
- Safety. Making sure that Portsmouth residents feel safe. People who follow all the rules seem to be at the bottom of the pile.
- Tackling the problem of the high cost of rent in Portsmouth and build more council properties instead of allowing the University of Portsmouth to build endless blocks of student accommodation.
- Promote more interaction with different community groups, to lessen the "Us and Them" attitude. I heard on the radio how one extreme right wing man had changed his views after being invited into a mosque for a cup of tea and meeting Muslims that engaged with him. It made him wonder why they bothered with him as he had such extreme views.
- Work more closely with voluntary organisations.
- Need to be able to produce a strategy to define clearly the GENUINE need of those who fit these definitions.
- Give as much support to events and activities organised by community groups that promote underrepresented minorities, for example Portsmouth

Pride for the LGBT+ community, Urbond for the BME community.

3.2.2. Question 2 - What specific actions do you think the council needs to take to achieve Priority 2 - Leadership and partnerships?

32 out of 56 (57%) persons answered this question.

Out of the 47 respondents the themes that came out from this question were:

- Streamlining of council process to enable the sharing of staff resources 26% (n12)
- Religious groups and minority groups 23% (n11)
- Community engagement/voluntary sector 15% (n7)
- More approachable leaders and better advertising of services in places where people visit like supermarkets 11% (n5)
 - Better steering groups that listen to minority groups with meaningful engagement in form of an E&D forum 11% (n5)
 - Support protected characteristic groups 9% (n9)
 - Better communication between protected groups and the council 6% (n3)

For Question two, the majority of responses focussed on the need to streamline our processes and available services - (over 37% of respondents).

Participants in the survey also feel it is important to continue working with outside bodies and religious groups already working with protected groups (34%)

In addition to the above, there was also an emphasis on involving the community and voluntary sector, seeking outside/impartial advice and providing better feedback regarding our policies and achievements.

These are the verbatim comments/suggestions that came from the survey results for question 2:

- Engagement with members
- The above work streams would need to reach directorates which aren't necessarily directly involved.
- Staff resources are stretched - therefore this needs to be incorporated within pre-existing activity rather than becoming a demand in itself
- Actively promote working partnerships to Portsmouth residences, and other organisations that may be able to take part/support such partnership activities
- Ensure representatives of all minority groups, including LGBTQI groups and non-mainstream religious minorities have representatives and clear and

well-advertised channels of communication to voice their concerns to and through their representatives and receive feedback from the representatives and the steering group as a whole.

- Create and EMBED equality champions and steering groups which promote meaningful engagement with the communities they represent. It's not enough to just create these groups, they have to have a purpose and vision.
- Was not aware of the member equality champions, would like this to be better advertised and linked into groups who advocate for hard to reach groups
- I find it difficult to answer this question as I have not seen any facts and figures which prove this type work has a positive impact. Based on the information on this page alone it all just seems beurocratic and a questionable use of resources during a time of austerity and cut backs.... I'm not saying I don't agree I just don't feel I am able to make an informed contribution.
- Ensuring that Leaders are people friendly.
- Ask disabled people their opinions and their experiences of life with a disability and the discrimination that comes with it.
- More outreach work with groups in the community
- Create a better network for minority groups and communities
- Work with different protected characteristic groups- before EIAs are complete.
- Work with different protected characteristic groups across the city " - please provide examples of what kind of work with which groups.
- Engage local groups supporting members with a specific protected characteristic, or intersections of specific protected characteristics, through social media. Demonstrate, to these, a rigorous, effective and transparent process that proves Portsmouth City Council's commitment to supporting them in all areas of their lives, where these are impacted upon by the Council. Respond immediately and directly to feedback from these groups, and sustain a committed and consistent response that addresses issues as well as putting in place measures to prevent reoccurrence.
- As far it is possible, joint working with Voluntary working needs to be as equitable as possible. The City Council with its people infrastructure, is always going to have more 'power' than Vol Sector groups, and it is easy - though not intended - for an inequality/imbalance to develop. For instance I was trying today to find out what the latest was with the Compact, and whether that was still applied, or did it go with the demise of Action Portsmouth. Especial relevance here is with the commitment for Full Cost Recovery for say Meeting Room Hire from Vol Sector buildings. It is a real challenge to cover costs, when funding is tight from other areas as well.

- Make sure members of staff with protected characteristics are represented in leadership positions
- Get a commissioning advisory board together, including members from non-funded organisations to make a real difference- otherwise it is just lip service
- The idea of champions and an internal steering group is inward facing with no real challenge. There should be a Diversity Advisory Group that is made up of independent non-political representatives who should be involved in reviews strategic policies and activities including this strategy. This should include director level membership to ensure it has the recognition and ability to properly challenge and is not just a talking shop.
- Consult widely with and listen to the views of communities
- Identify someone to work with ethnic minorities
- Effectively following up on designated actions at meetings regarding the above, to progress the agenda
- More specific (e.g. mental health services have been cut so that both young people and adults with no funds cannot access counselling) Review funding for charities. Review statutory responsibilities.
- Work in schools
- Engage with churches in the city of Portsmouth. Get them to help disseminate information and maybe have discussions with them about using their facilities for helping homeless/disabled/disadvantaged people. There are lots of churches/church halls that are empty most of the time and it is such a waste. Churches would benefit from this too as they would be actively engaging with the community as a whole.
- Wider dissemination of information of our services across the city. Not everyone has access to the internet. I think elderly people in particular need to be thought about here. Maybe set up information points in supermarkets throughout the city - not necessarily manned desks but places where there could be a range of leaflets. Far more people visit (e.g.) Tesco than the Civic Offices.
- No political moment just pure genuine help
- Get on and do things not just talk about it
- All the different groups should be under one umbrella, with so many individual charities all chasing the same money pot, to many options possible less effective. Pooling resources may be an option
- Become more aware and more supportive to the small organisations and passionate individuals who are already working with hard to reach people. Give them respect
- To ensure that those really in need are not dependant on too many different opinions from different groups. Too many meeting times. Too costly. Often resulting in action plans that are not viable in today's economic and demographic areas.

- Create an E&D forum or get-together, where different groups can meet and find ways to work together, as well as in partnership with the Council

3.2.3. Question 3 - What specific actions do you think the council needs to take to achieve **Priority 3 - Employment and training?**

37 out of 56 (66%) persons answered this question.

Out of the 37 respondents the themes that came out from this question were:

- Employment for minority groups especially disabled people and take positive action for job vacancies 30% (n11)
- PCC HR training 27% (n10)
- Better engagement 24% (n9)
- Improve support for staff from protected groups 14% (n5)
- Improve workforce including data 8% (n3)
- PCC HR policies e.g. bullying 5% (n2)
- Accessibility of workplaces 5% (n2)
- EIAs 3% (n1)

The key points raised relate to promoting diversity within PCC and monitoring our HR procedures to ensure that disabled and protected groups are supported.

A number of comments also refer to the need for staff to be able to comment anonymously regarding E&D matters.

Respondents felt that we should concentrate our efforts into liaising more closely with local organisations representing protected and hard to reach groups.

These are the verbatim comments/suggestions that came from the survey results for question 3:

- Council to do more to help deaf people get paid employment
- Provide better support for BAME & disabled employees at the council, not lip service
- Promotion of PCC role vacancies can effectively reach minority groups
- Ensure a presence in local schools/colleges targeting specific groups to make them aware of employment and training opportunities at a young age. Actively monitor this and act upon any gaps in statistics including minority groups that are often considered to be doing well as they may in fact be

missing out (e.g., girls from black Caribbean and African groups; south and south East Asian young people).

- Focus groups carried out by neutral third parties will almost certainly be more effective than surveys alone.
- Publicise / promote the excellent range of training by the Independence and Wellbeing Team
- Make equality, diversity and inclusion training a core element of induction and appraisal processes.
- Yes, monitor staff perceptions of equality via staff surveys - and use survey information to get accurate information about diversity within the workforce

- "Again, I feel like it should be the best candidate should get the job, priority should not give because of a disability quoted which is how I am reading this page.... basic training should be given to all employees in every organisation regarding Equality. Is the suggestion Members are unaware of how to treat people as individuals? Why do they specifically require additional training? There is an undertone to this that they're a bunch of white privileged middle aged men making decisions to benefit themselves and are not in touch with their community?!
- Are there lots of complaints about Council staff regarding "equality" if there are complaints then yes it should be monitored, if there aren't then why does it need to be "monitored" and who pays for this? Is it a good use of resources?
- Ensure that positive perceptions, with regards to gender and sexual identities, are positively and actively promoted above and beyond current legislation, to all staff and the community to promote a more inclusive and diverse community
- All good. Broaden to include sexism, racism, homophobia, as well as disability. Monitor bullying in the Council. If the NHS has 25% of staff bullied by other staff, what are the Council's figures?
- Employ more disabled people and make more jobs/workplaces more accessible.
- Endless meetings paying lip service are not the same thing.
- Help disabled people with getting work
- HR to create staff groups
- Robust training of Councillors essential. Especially on how to publicly be seen to use EIA's in reaching key PCC decisions.
- Staff survey must be external and anonymous, not in house.
- ALL staff to undergo E&D training
- Enable group discussions for staff from different groups to share their experiences of equality in the workplace, and their perceptions of how equality and diversity policies and practices impact them and their colleagues. This foments an active and transparent environment in which

colleagues feel free to discuss these matters openly and outside their 'echo chambers' or 'silos

- Open up more jobs to all communities as per the Equality Act.
- Make the Equality Act 2010 training as a compulsory to all the staff of the City Council and partnership organisations.
- Support and promote apprenticeship schemes to community members with protected characteristics
- Promote jobs to diverse groups
- Monitor employment and career progression for employees with protected characteristics"
- It is not enough to provide training on Equality Act only- staff need to be trained on areas on appropriate Etiquette and language....
- "Do not just think staff - also include volunteers
- This strategy talks of increasing apprenticeships - which I am not sure does anything regarding the objectives - should it not be more about looking at the number of staff and volunteers that have a disability - if we want to show that we are a disability confident employer/leader.
- Agree the need for a proper for the employee supported volunteering policy, linked to PDR's that enables staff to understand the issues facing disabled and disadvantages ion our communities."
- Hold career fairs for people with disabilities
- All staff working with disabled people should have the right training to do so. + Make it easier for people with physical disabilities to park a practical distance from their place of work, including people who are returning to work after recovering from physical injuries being able to park under the Civic Offices without a high charge to themselves or the service they work for.
- Encourage more employment opportunities generally in Portsmouth
- Have an email address similar to the Why Don't We inbox which could be monitored. I am not suggesting that there should be any prizes but simply that people could send an email to that email address immediately they notice something or think of an idea. This could be in addition to the staff survey not a replacement. I just think that people might think of something and then forget about it by the time the next staff survey came out.
- Maybe set up an email account similar to the Why Don't We one where people can write in with their observations/ideas for improvement as they see it. There would be no reward at the end though but it would be more effective than just having occasional staff surveys as staff could report stuff immediately whilst it was fresh in their minds.
- For someone to be there if anyone needs extra help and maybe to embraced to ask
- Stop talking and actually do something

- PCC should be a champion for Equality & Diversity confident employer/leader for all .Not just a disability employer/leader, as stated in point 2
- Working alongside/collaboratively with people who are perceived as different.
- Make sure that the members of hard to reach groups are part of the process
- Emphasise common sense: these areas are often confused by government mantras and do not transfer to those dealing in situations that the rules apply.
- Provide materials for employers (especially SMEs) in the city to have, on a voluntary basis that enables them to promote equalities in the workplace.

3.2.4. Question 4 - What specific actions do you think the council needs to take to achieve **Priority 4 - Service delivery & access-Ensure access, information and advice is available / accessible to all**

28 out of 56 (50%) persons answered this question.

Out of the 28 respondents the themes that came out from this question were:

- Obtain feedback / liaise with protected groups 11% (n5)
- Provide sites/access to IT and other channels to contact council 11% (n5)
- Improve physical and virtual accessibility for disabled people 9% (n4)
- Monitor services and applications regularly to ensure effectiveness 9% (n4)
- Procurement 9% (n4)
- Support for ESOL customers/translations 6% (n3)
- Budget 4% (n2)
- Improve awareness and training of LGBT issues 2% (n1)
- Communication to advertise services using a range of media 2% (n1)

Key concerns re Q4 are the need to improve accessibility for service users, monitor the effectiveness of the services we provide and provide better information regarding availability.

Responses indicate that we need to ensure service users feel involved and listened to with regard to the services we offer.

Suggestions for improvement include offering alternative sites for information such as supermarkets or community cafes for those users not attending Civic Offices.

These are the verbatim comments/suggestions that came from the survey results for question 4:

- To make sure staff understand the difficulties that deaf people have accessing council services and provide deaf awareness training.
- Make council areas accessible for disabled people not just wheelchairs
- Accessible (e.g., low cost/free) transport options for people from 'impoverished' backgrounds as well as those in the disabled category.
- Conduct an audit into the challenges, barriers and use of translators and interpreters
- Ensure "mystery" monitors check the effectiveness of services and the actual application on a regular basis
- I agree with any help for people to find employment or creating more employment opportunities. I strongly agree the Council should ensure all the people are able to access Services if they have any kind of disability or support need. I question if an "audit of all services" is required because all I think about is where is the money coming from to fund it when the council seems to be cutting Services left right and centre!
- "Ensure gender and sexual identities training has been achieved to all licensees and security before their licenses are renewed.
- Ensure that 'LGBT+ in Schools' advice, resources and support is available for all staff and students"
- Ensure regular updates are sent to ALL recipients. Provide coffee mornings/open days to get feedback from people experiencing disability/hardship daily and not some well-meaning employee who has no idea of their situation.
- I feel a bit cynical about this one. Due to cuts, we have lost many services. How does equality of access when there are huge gaps in provision work?!
- Make sure commissioned services collect equality data
- Make the website accessible for people using screen readers
- Mainstream equality in procurement.
- Ability to raise access issues from the public efficiently.
- Engage the services of translators and interpreters to ensure all information is available in all languages, and to then ensure this is made accessible across all channels - including those affected by diverse accessibility measures.
- Is there a place for providing/enabling IT access in accessible, but not PCC, buildings? With the advent of Universal Credit et al, there is going to be a rise in this need - especially for those who don't have mobile phones, or

can't afford the monthly telephone/Wi-Fi costs. Putting computers out in Community Cafes and other places where people will go, will go some way for enabling information and advice to be available for all.

- Make sure people can still communicate with service in person/by phone and not just by digital means
- With regards to procurement- it would be great if smaller organisations would get a chance as well to tender.....
- Listen to and develop/ improve practice based on the above
- English lessons.
- Ensure that staff who have a disability which needs specialist equipment to enable them to use the PC get this in a timely way and receive adequate training, for example those with dyslexia, so that they are not subject to performance management when they haven't been given the correct equipment to enable them to do their jobs.
- Better explanation to all about how to access these opportunities
- Have access points in supermarkets throughout the city with a range of leaflets. These could be monitored so we could see what the biggest take up of leaflets was and they could be replenished on a regular basis. Far more people visit their local (e.g.) Tesco than visit the Civic Offices and not everyone has access to the internet - especially elderly people.
- As I stated earlier, have information points in supermarkets - a range of leaflets about what help/services were available and these could be regularly monitored so PCC could see what information leaflets were being taken most.
- Training to be in layman's term not language we don't understand
- Actually do some thing
- Consult with people who live with discrimination and face challenges. Don't assume that you know how we feel.
- Try basic "how to" for elderly people using basic technology. Such people could be helped voluntarily by those within their age bracket who have self-taught!

3.2.5. Question 5 - What specific actions do you think the council needs to take to achieve Priority 5 - Promoting community and the voluntary sector?

28 out of 56 (50%) persons answered this question.

Out of the 28 respondents the themes that came out from this question were:

- | | |
|---|-----------|
| • More engagement with protected groups | 26% (n12) |
| • Funding | 15% (n7) |
| • Improved engagement with the voluntary sector | 13% (n6) |

- Volunteering 9% (n4)
- More promotion of the minority/Vol orgs/social groups 4% (n2)
- Improve E&D in PCC workforce 2% (n1)
- Communication 2% (n1)

Responses to Question 5 have mainly focused on the need for us to continue working with minority groups. The responses show that we need to be clear regarding the sources of our information and to demonstrate our involvement and engagement with local organisations and groups working with minorities and protected characteristics.

A number of responses have indicated the need for us to make more use of voluntary services but also to provide support with funding and making the services on offer more co-ordinated and easier to access.

These are the verbatim comments/suggestions that came from the survey results for question 5:

- Engage with deaf clubs
- Have events that include minority groups that are missing at the moment
- An action plan to specifically target engagement through existing PCC delivery services.
- Improve equality and diversity in your workforce. People respond better when they have the opportunity to work with leaders who look like them, particularly young people.
- Try and encourage engagement with smaller community / VCSE groups as well as the bigger / better known organisations
- It is important that all people feel included and their ideas are heard. Inclusivity is a positive view for the Council to have.
- Contact GP surgeries and ask them to refer patients with a disability/long term condition for their opinion/help/knowledge.
- Prioritise funding for voluntary sector projects which help those in most need, and which support struggling services such as the NHS, SS, police, etc.
- More help for smaller groups to get funding
- Better networks in the voluntary sector.
- Make clear which groups/orgs are being consulted. Not all of them are a force for good or effective.
- Fund and support community based events like other councils do, PRIDE, BHM events, Multicultural events. They all seem such a struggle to get any sort of support. And yes I am afraid sometimes these do need money

- To request contributions to equality monitoring from minority and marginalised communities themselves.
- To ensure that support will be available for the minority groups to stay stable organisation.
- Support minority groups and organisations to carry out their own projects
- A commissioning board, made up of all minority groups should be involved from the start (planning etc.).
- Link with having an employee supported volunteering policy that enables both the council to learn and lead by example
- Officers/ members need to go put to groups at times and venues which suit them rather than organising meetings in the civic offices during the working day.
- Work with VCO to ensure they have the capacity/ knowledge to compete for contract alongside larger groups/ organisations.
- Ensure local knowledge and experience valued by making it an essential requirement in tenders.
- To put a workable support structure for the voluntary sector in place.
- To ensure that all Portsmouth residents are aware of the wide range of volunteering opportunities within the city, that's it's not just about volunteering in a charity shop (although that is a very good thing too).
- To promote the volunteering opportunities with elderly/vulnerable/isolated people within the city."
- **SPEND MORE MONEY AND DON'T RELY ON SELF SELECTING VOLUNTEERS OR VOLUNTEER GROUPS**
- Maybe have articles on the council website and in Flagship focusing on different minority/voluntary/social groups
- May be help from someone who has been homeless or in the same situation not someone who has read up on it
- Easy access to all local groups i.e. web sites and phone numbers, when and where they meet, what they do.
- Stop talking and make some decisions
- Take equality seriously. Not just a tick box exercise. Seek out minority groups and listen with respect.
- To ensure these groups and organisations really represent the type of help their members need.

3.2.6. Question 6- Please let us know if you think there is anything else that should be included into the strategy or any comments you would like to make

17 out of 56 (30%) persons answered this question.

Out of the 17 respondents the themes that came out from this question were:

• More support for vulnerable groups	18% (n3)
• Schools & young people	12% (n2)
• Interpretation & translation	12% (n2)
• Complaints	12% (n2)
• LGBT Safe Space - promote and provide	6% (n1)
• Toilet facilities	6% (n1)
• Improve E&D in PCC workforce	6% (n1)
• Communication	6% (n1)
• Affordable housing	6% (n1)
• Only actioned due to legal requirement	6% (n1)

Suggestions in Q6 include more equalities education in schools and support for young people to find employment and not be limited by disability.

Again there is a need to support the vulnerable and provide information which can be trusted to be impartial regarding monitoring and measuring our progress.

These are the verbatim comments/suggestions that came from the survey results for question 6:

- It's disappointing that you lead on the fact that it is your legal requirement to take this strategy forward. It can imply that they only reason you are doing this is that you are obliged to do so, but you do not actually care about the incredibly important reasons behind needing such a strategy.
- Providing/promoting the use of safe spaces via 'A Safe Space' window sticker across all communities.
- Do not waste money on translating
- There are thousands of people living in this city which have become invisible and are excluded from a normal working life as there are too many obstacles preventing them from either social interaction or a working life. Please help them to feel less isolated and on the point of giving up.
- Greater clarity. It's really hard to comment on anything here as there simply isn't enough information.
- There should be an easy to access complaints process available and it should be monitored - ideally by a third party. Much more education about the Equality Act 2010 should be available to the community in general (schools / pupils / students, teachers, parents, emergency services, local business owners etc.).
- Toilets - please make sure there are toilets available for everyone who needs them. If someone is not registered as disabled, but has a chronic illness which means they require the toilet (quickly) how can they access one when toilets are closing/locked?

- I think there is an issue of trust with the Council after several cuts to funding. You don't need to just talk about working together, but have actions which show your support and that you value the work that local charities do.
- More genuinely affordable housing in the city
- Maybe PCC should engage with schools more to talk about all these issues. After all, Portsmouth school children are the future of this city and, in some cases, future employees of PCC and will have to carry through these ideas and bring them to fruition in the future.
- Make sure true people are helping in the right sector
- Do something
- More provision is needed to assist young people into employment who have learning difficulties or disabilities. I work with this group and know that a lot of young people with LDD have low or no aspirations. I feel they have been let down by the system with the emphasis being put on ticking boxes rather than finding out what they are good at and how they could use those skills in employment. I see them with no confidence or belief in themselves.
- Ensure all groups minority or not are included
- Respect. Willingness to listen and try and understand.
- Not to lose sight of objectives through too many channels of diversity, organisation, lack of communication.

3.2.7. Question 7 - Do you agree or disagree the following priorities still reflect the needs of people in Portsmouth?

48 out of 56 (86%) persons answered this question.

Priority 1 - Promoting fairness and diversity by tackling inequalities, disadvantage and discrimination

90% of people that answered this question said they either agreed or strongly agreed with this priority, 6% of people gave a neutral answer of neither agreed or disagreed while only 4% either disagreed or strongly disagreed with priority 1.

Priority 2 - Leadership and partnerships?

79% of people that answered this question said they either agreed or strongly agreed with this priority, 19% of people gave a neutral answer of neither agreed or disagreed while only 2% either disagreed or strongly disagreed with priority 2.

Priority 3 - Employment and training?

89% of people that answered this question said they either agreed or strongly agreed with this priority, 9% of people gave a neutral answer of

neither agreed or disagreed while only 2% either disagreed or strongly disagreed with priority 3.

Priority 4 - Service delivery & access-Ensure access, information and advice is available / accessible to all

92% of people that answered this question said they either agreed or strongly agreed with this priority, 6% of people gave a neutral answer of neither agreed or disagreed while only 2% either disagreed or strongly disagreed with priority 4.

Priority 5 - Promoting community and the voluntary sector?

88% of people that answered this question said they either agreed or strongly agreed with this priority, 8% of people gave a neutral answer of neither agreed or disagreed while only 4% either disagreed or strongly disagreed with priority 5.

From this it shows that Priority 4 - Service delivery & access-Ensure access, information and advice is available / accessible to all is still the most important to the people that answered this question closely followed by Priority 1 - Promoting fairness and diversity by tackling inequalities, disadvantage and discrimination

3.2.8. Question 8 - Are these priorities important to you as an individual?

48 out of 56 (86%) persons answered this question.

Priority 1 - Promoting fairness and diversity by tackling inequalities, disadvantage and discrimination

90% of people that answered this question said that priority 1 was important to them as an individual while 4% of people said this priority was not important.

Priority 2 - Leadership and partnerships

63% of people that answered this question said that priority 2 was important to them as an individual while 37% of people said this priority was not important.

Priority 3 - Employment and training

75% of people that answered this question said that priority 3 was important to them as an individual while 25% of people said this priority was not important.

Priority 4 - Service delivery & access-Ensure access, information and advice is available / accessible to all

88% of people that answered this question said that priority 4 was important

to them as an individual while 12% of people said this priority was not important.

Priority 5 - Promoting community and the voluntary sector

83% of people that answered this question said that priority 5 was important to them as an individual while 12% of people said this priority was not important.

3.2.9. Question 9 - Can you rank the priorities in order of importance to you?

48 out of 56 (86%) persons answered this question.

We asked people to rank the priorities in order of importance the following results were:

Ranked 1 was Priority 1 - Promoting fairness and diversity by tackling inequalities, disadvantage and discrimination

Ranked 2 was Priority 4 - Service delivery & access-Ensure access, information and advice is available / accessible to all

Ranked 3 was Priority 3 - Employment and training

Ranked 4 was Priority 5 - Promoting community and the voluntary sector

Ranked 5 was Priority 2 - Leadership and partnerships

3.2.10. Demographics of people answering the equality questions

48 out of 56 (86%) persons answered this question relating to sex. 58% (n28) stated their sex was female, while 35% (n17) stated their sex as male and 6% (n3) preferred not to say.

48 out of 56 (86%) persons answered this question relating to their age. When asked about their ages the majority were from age range of 55-64 which equates to 27% (n13), there was no one aged 24 or under that answered this question. 50% (n24) of people were aged 25-54 which does tend to mirror other surveys that have been undertaken, 15% (n7) were aged 65-74 and 2% (n1) were aged over 75. 6% (n3) preferred not to say.

48 out of 56 (86%) persons answered this question relating to ethnicity. 70% (n32) of the people that asked this question declared their ethnicity as White, 11% (n5) were from the mixed/multiple ethnic groups, 7% (3) were from Asian/Asian British ethnic, 2% (n1) were from a Black/African/Caribbean/Black British background which also mirrored other ethnic groups. 9% of people preferred not to answer this question.

48 out of 56 (86%) persons answered this question relating to a disability. 27% (n13) people declared themselves as having a disability while 65% (n31) did not declare a disability and 8% (n4) declined to answer this question.

We asked if people what the nature of their disability was and the highest disability was mobility at 31% (n4), 23% (n3) said they had a physical disability and the same number had a hearing impairment (23%). No one declared they had a learning disability or visual impairment, 38% (n5) answered the category of other disability and 15% (n2) preferred not to say. The percentage does not equate to 100% because some people will have ticked that they had more than one disability.

Out of the 44 responses regarding their postcode 27% (n12) were from PO4 which was the largest number of people from that area that answered the survey, the other postcode were:

18% (n8)	PO1
7% (n3)	PO2
18% (n8)	PO3
27% (n12)	PO4
11% (n5)	PO5
11% (n5)	PO6
2% (n1)	PO13
2% (n1)	PO16
2% (n1)	SO50

3.3. Email

We received the following comments and suggestions for improvements to our draft Equality & Diversity Strategy via an email dated 01 October 2018:

Introduction

The individual queried why the strategy is refreshed every 3 years and not 4 years to coincide with the objectives as stated under the Equality Act 2010.

Equality Objectives

Why name the officer simply state the post title

Employment and training

- this strategy needs to have targets to increase the diversity of the workforce in every department and at every level of seniority if you are truly going to make inroads into diversity and inclusion.
- employee resource groups should be put in place, a demand driven employee network should not be an option to have, you are more likely to create an inclusive environment if you allow staff to engage and engage across protected characteristics
- how are you making provision for access to services in terms of communications when English is not the first language of the public member

Promoting community and the voluntary sector

- strategy policy ought to list all those organisations you will be liaising with and how new organisations can access and engage in the future - a proactive register ...?

3.4. Individual sessions

Individual sessions were on offer throughout the consultation period. Groups and organisations were encouraged to contact us to express an interest in organising sessions at times and locations most suited to them, where specific issues could be explored.

The Access & equality advisor attended meetings with the following organisations:

3.4.1. Portsmouth Disability Forum (PDF)

The future strategy was discussed at PDF meeting in October 2018. One of the main issues was cyclists riding their bikes in pedestrian areas and that disabled people felt vulnerable because of the speed of some cyclists and worried that there would be a collision.

They suggested that the Police and the council run regular operations in partnership in catching people and fining cyclists if caught riding their bike in these areas.

3.4.2. Portsmouth deaf association

The main thing that came out of the meeting was that they felt council staff did not have an awareness of deaf people and how they communicate when trying to access services.

Many of the deaf have given up contacting the council due to a lack of communication.

3.4.3. Empowering children and families (Portsmouth parent voice)

This group of parents are very active campaigning for children with disabilities and many issues and comments were raised during the meeting.

One of the issues raised was when there is no accessible housing in the area, parents are forced to live on the outskirts of the city. Often these properties have higher rents and council tax bands and because of this, parents are forced into financial difficulties trying to find the extra money each month. What they suggested was, if parents had to live outside of Portsmouth, the council should allow them to pay the same amount of rent and council tax due to the lack of accessible housing in the city.

They wanted to make sure the strategy linked in with the Autism and SEND strategy to tackle issues relating to children and young people with a disability, address the issues their parent's and carers have as a result of this and show what the council are going to do to improve outcomes for these children and young people.

The group asked if the actions; where possible; could be SMART and show what the council are going to do to achieve these over the next four years.

One of the actions was to audit the council's access points, for example wheelchair access, induction loops and other access requirements for people to be able to access services the council provides. The group asked whether the audit could also include issues that people with autism experience when accessing our buildings. The suggestion was to co-produce an audit form that covers all disabilities and have a graded system like bronze, silver and gold award depending on the access provided. The group also questioned whether the audit could be checked using young people with autism, from the Dynamite group, as inspectors to ensure its suitability for these individuals.

3.4.4. Kroma

The Access & equality advisor met with the chair of Kroma, the important issue here was safety of people from the LGBT community. It was stressed that a lot of the community feel unsafe in the Portsmouth area and this needs to be addressed. One suggestion was to ensure all licensed premises and their staff, including security / door stewards, have additional training regarding gender and sexual identities.

That Portsmouth provide/promote the use of safe spaces via 'A Safe Space' window sticker across all communities

3.4.5. Visual impaired access group (VIAG)

The main issue that this group raised was the lack of awareness from cyclists regarding people with a visual impairment. There is a constant issue with cyclists in pedestrianised areas but also the shared cycle routes.

Visual impaired people feel very vulnerable and are worried about being tripped over and possibly, injured.

Another area of concern was visual impaired people with guide dogs being refused by taxi drivers.

4. Conclusion

Despite the number of respondents and therefore, the consultation results not being statistically valid or demographically representative, some really useful qualitative information and feedback has been obtained. Particular themes have been identified from the comments received which will help steer our future work in the Equality & Diversity field.

Clearly more engagement and work need to be done with Portsmouth's LGBT community to better understand the issues they face and develop actions to tackle them.

Hate crime also needs more work to be done to address this issue which impacts on many protected groups. More joined up working with the Police is necessary and maybe we should also look at 3rd party reporting to encourage people to report hate crime they experience.

A lot of the suggestions tell us we need to do more to engage with minority/protected groups and not just disability, there also needs to be more support for the voluntary and community sector.

The results show that the council needs to improve training for staff to raise their awareness of all the protected characteristics, not just disability.

The subject of Employment features quite highly in the results, respondents felt that council employees from protected groups should get more support and that there should also be the correct core training in place for all staff to enable them to interact with our customers appropriately.

As we already realise our workforce is not as diverse as the community we serve, a more proactive approach needs to be taken to support applications from minority groups and help them to gain employment within Portsmouth city council.