Consultation Analysis: September 2020

Equalities, Diversity and Engagement strategy
Policy & Partnerships

Summary

Following the Croydon Opportunity and Fairness Commission set up to identify issues of inequality supported by lived experiences from residents across the borough and the council's equalities objectives created alongside this, the Council has set out develop a new set of objectives and an equalities strategy that will help the Council tackle inequality in Croydon and work towards a place where all have an equal opportunity to prosper. This will also help the Council to fulfil its statutory obligations under the Equality Act 2010.

The purpose of this document is to set out the process used to develop an Equality strategy and equality objectives for Croydon and report on the findings from the engagement and consultation that was undertaken as part of the process of shaping the strategy.

Carrying out engagement and consultation allowed us to gain an insight into the views of our residents, communities and staff across the Borough and all nine protected characteristics as defined by the Equality Act. This is absolutely crucial to ensure that when we develop our objectives and actions, they are meaningful and impactful for all the residents we serve.

Purpose of consultation

The purpose of this consultation was to seek internal and external stakeholder input to help test our existing equality objectives, identify where our priorities should lie going forward across the nine protected characteristics, extending to socio-economic circumstances which have a considerable impact on inequality, inclusion and quality of life. We also wanted to use the opportunity to gather views on what the Council does well and what it can do better to reduce inequalities in the Borough.

We found that although most people agreed with the current objectives, some of the most important issues for respondents were not included in the objectives and there were many issues that have arisen in the last 4 years. Responses that focussed on new or 'emerging issues' – areas not covered by the current objectives' – were classed as 'emerging themes'.

Engagement process

Engagement and Consultation started during the lockdown phase of the COVID-19 pandemic. This provided us with some challenges and restrictions as the usual channels - such as face to face workshops or VCS engagement events - could not be utilised. We also had to adapt regular communication channels. We ran four promotion campaigns on the Council's social media – i.e. Facebook, Twitter and Instagram between July and September. We have also advertised opportunities to get involved on the intranet, in the weekly newsletter Your Croydon and weekly Our Croydon bulletin, which gave us the potential to reach in excess of 80,000 residents.

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To make sure that the engagement captured a broad audience, we engaged with and targeted a range of different groups in order to gain the broadest and most representative sampled possible. In order to achieve this we undertook the following actions:

- Ensured that engagement complied with social distancing guidelines
- Emails were sent to local organisations, partners, VCS, businesses and other related networks inviting them to participate and get involved (including researching and reaching out to groups with specific connections to protected characteristics)
- Key services were asked to share information about the consultation to their networks
- Online focus group dates were published in community, service and other newsletters and organisation specific journals
- Partners advertised opportunities to get involved on their web pages and in their local correspondence to service users/members
- Croydon Vision shared consultation details with the visually impaired community
- Schools were invited to take part
- Croydon and John Ruskin Colleges advertised the consultation details on online notice boards and micro portals
- The Council's social media platforms and service newsletters– including CVA, ARCC, CNCA, Faith Together, and Croydon's Music School
- Councillors who have considerable knowledge of local communities and local community groups were asked to raise awareness through their own networks and contacts, and to share contact details for specific groups that should be approached to engage in the consultation
- We consulted with residents across the Borough, taking into account the diversity and the needs of all residents across protected characteristics as defined by the Equality Act. We ensured our consultation activities targeted residents with protected characteristics so their voices could be heard.
- We ensured that we consulted with VCS organisations that were representative of all communities across the Borough and support some of the most vulnerable residents.
- We ensured that staff across all protected characteristics and across all levels in the organisation were consulted. This also included Cabinet Members and Councillors.
- We also ensured engagement opportunities were flexible – including late evenings and Saturdays to accommodate wider participation of protected groups. 1-2-1 telephone calls would be at the convenience of respondents and often involved filling out the online survey if they were unable to themselves or reluctant or unable to take part in online focus groups
- The hardest to reach protected groups have been those within the transgender community and pregnant women. In part, this was due to the fact maternity clinics

were not being held in the usual manner. We therefore approached partner organisations to promote the opportunity and contacted all known local transgender groups.

3 types of engagement were used to collect feedback:

1. Online survey

   The online survey was developed and launched using the Council's 'Get Involved' platform. The site has software adjustments for those with visual impairments. The online survey/questionnaire was designed as a 'perception' survey that allowed respondents to give us their views on how the Council is tackling inequality, comment on current equality objectives, and suggest additional objectives and priorities the Council should focus on for the next four years. We had a total of 254 survey responses.

2. Online workshops using Microsoft Teams and Retrium

   The online workshops asked the same questions as the online survey, with responses captured anonymously using an online tool called Retrium. By using this tool we were able to encourage more open and honest feedback while protecting individual identities during workshops. As a result, feedback from the workshops was much more granular, honest and practical than one might otherwise expect.

   In total we hosted 30 online workshops with attendees across the 9 protected groups. (Note: no person, community group or organisation was required to declare an interest)

   On average virtual workshops were attended by between 5-6 attendees with the exception of the BME Forum and ARCC workshops, whose sessions were at capacity. Online workshops were also held with staff in their capacity as employees, residents and service providers. Lastly, there were also meetings held with each of the staff diversity networks

3. 1:1 telephone / Microsoft Teams interviews.

   We also held twelve 1-2-1 telephone interviews for those unable or unwilling to use online channels where we asked the same questions as the online survey. This represented a more cost effective and direct approach than postal methods, which have been discounted.

In order for the feedback to remain consistent, the following five questions were asked across all forms of engagement:

- *How successful has the council been in tackling and reducing inequality*
- *Do you agree with the current aims? (each detailed individually)*
- *Do you think there is anything missing from the current aims?*
- *Which area amongst the current aims is most important to you and why?*
- *Which key area do you think the Council's strategy should focus on?*

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The information collected helped us test whether the current objectives were still relevant and see what had changed, as well as helping to identify emerging themes and the areas residents and staff would like to focus on going forward.

Engagement breakdown

Detailed below is the amount of people engaged throughout the different types of engagement used during this consultation:

- **Online survey Responses:**

  254

- **Workshops & 1:1 interviews - staff, community groups & residents:**

  Total number of workshops: 30

- **Infrastructure groups engaged:**
  - BME Forum
  - ARCC
  - CVA
  - Faiths together
- **Total number of participants:**

  334

What did we consult on?

Throughout this consultation we tested the current council equalities objectives, what they felt was missing from our current objectives and what other issues relating to inequality people were most concerned about. Below are the objectives that we tested on:

1	Jobs and the economy	To increase the rate of employment for disabled people, young people, over 50s and lone parents who are furthest away from the job market
2	Housing	To increase the support offered to people who find themselves in a position where they are accepted as homeless especially those from BME backgrounds and women

3 4	Children and families	To reduce the rate of child poverty especially in the six most deprived wards To improve attainment levels for white working class and Black Caribbean heritages, those in receipt of Free School Meals and Looked After Children, particularly at Key Stage 2 including those living in six most deprived wards
5 6 7	Community safety	To increase the percentage of domestic violence sanctions To increase the reporting and detection of the child sexual offences monitored To reduce the number of young people who enter the youth justice system
8	Social isolation	To reduce social isolation among disabled people and older people
9	Stronger communities	To improve the proportion of people from different backgrounds who get on well together
10	Health	To reduce differences in life expectancy between communities

We also wanted to find individuals views on what the council does well to tackle inequalities in the Borough and more importantly, what we can do better.

What else did we consider?

A number of national studies / reports have been produced in recent years which provide a helpful insight into inequality across the country in the twenty-first century. We also identified and benchmarked against best practice and reviewed a range of plans and strategies as part of the process of the analysis process. In order to create as full a picture as possible we consulted:

Local and national evidence.
As part of the strategy development process, we have examined a range of qualitative and quantitative evidence to develop our strategy. Below is an outline of the evidence sources that we have tapped into as part of the process of developing the strategy and not intended to be exhaustive list:

- Is Britain Fairer? The state of equality and human rights (Equality and Human Rights Commission)
- Health Inequality in England – The Marmot review 10 years on (Institute of Health Equity / Health Foundation)
- Beyond the data: understanding the impact of COVID-19 on BAME groups (Chief Medical Officer for England)
- Public Health England - COVID-19 understanding the impact on BAME communities
- Croydon Observatory
- Croydon Borough Profile

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- LGBT Draft Needs Assessment
- COVID 19 - Community Report ARCC (May 2020)
- COVID 19 - Community Survey Report ARCC (May 2020)
- Croydon COVID-19 Caribbean Community Health and Wellbeing Survey (Aug 2020) Croydon BME Forum
- Ethnicity and COVID-19. The Croydon Experience and Analysis (May 2020) Rachel Flowers & Nnnena Osuji

Best practice across the public sector and in particular other local authorities

Below is an outline of the evidence sources that we have tapped into as part of the process of developing the strategy and not intended to be exhaustive list:

- Mayor of London Strategy
- Bristol Equality Strategy
- York Equality Strategy
- Birmingham City Council Equality objectives

The following is a sample of the more recently developed strategies and not intended to be an exhaustive list:

Strategy Name	Protected Groups
Corporate Plan 2018/22	All protected groups
Workforce Strategy 2019-2022	All protected groups
Refreshed Recruitment Policy	Race, Disability, Gender
Schools Improvement Plan	
Croydon Partnership Early Help Strategy 2018/20	Age; Disability; Gender
Joint Health & Wellbeing Strategy 2018/22	Age; Disability; Pregnancy Maternity; Gender
Autism Strategy	Autism, Disability
Housing Strategy	All protected groups
Economic Recovery Plan	All protected groups

Feedback summary

This report will detail all of the findings from our consultation. Below are some of the high level findings.

- Respondents agreed with the current equalities objectives.
- Respondents also felt that the current objectives did not cover all of their concerns.
- In the last 4 years, people's concerns around equality have changed and there are a plethora of new and emerging issues.
- Across different groups and protected characteristics there are numerous different concerns related to personal circumstances, however there are many key issues that are consistent across these groups.
- Overall, a high proportion of respondents felt that the aims should be measurable and progress should be made easily available for all residents to access.

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- Respondents felt that the new priorities should also contain information specifically related to the council's role in tackling and reducing inequality.

Below is a further breakdown of feedback in relation to the key themes, including existing themes and emerging themes:

Jobs and the economy

Across all three forms of engagement, issue pertaining to jobs and the economy were raised by respondents. Specifically, feedback referenced the need for the council to support those who have been financially affected by COVID-19, such as elderly and disabled people, and the need to support people back into employment, as well as job retention. Additionally, respondents recognised the development that has taken place in Croydon in the last decade and spoke of the importance of ensuring that all residents feel the benefit of the development, particularly in overcrowded areas such as Thornton Heath.

Housing

Also related to feedback on jobs and the economy, respondents pointed out the need for more affordable housing across the borough for its poorest residents. Respondents emphasised the need for this in the north of the borough. Respondents also saw the need for housing to be allocated in a fair and equitable way, to ensure there is no discrimination against particular groups. Finally, feedback also focussed on the need to tackle homelessness, and particularly for BAME men in the borough, who are more likely to end up being classed as homeless. These responses were often related to the way in which homelessness has been tackled in during COVID-19 and how efforts should continue to eliminate homelessness both nationally and in the borough.

Children and Families

Much of the feedback related to children and families could be seen against the backdrop of the Black Lives Matter movement and societal inequities that have been a national issue for some time. Amongst these issues, the most prevalent within the feedback was the treatment of young people by police and in education, and the lack of youth services on offer for young people in the borough. Respondents raised concern with violence amongst young people, but also the treatment of young BAME people in Croydon and in London. This was often related to the fact there are not enough youth services - particularly those focussed on employability and life skills - on offer for young people. In education, there were also concerns raised regarding the differences in exclusion rates for young BAME people and the differences in education outcomes across different groups.

Community Safety

Although community safety was not as common a response amongst other issues, there were still concerns with particular issues within the borough. Respondents in the survey questioned the usefulness of the domestic violence aim from the 2016 OFC report, sighting that it did not address the root cause of domestic violence. As above, youth violence was also sighted in

responses from young people who took part in the workshops, who spoke about the feeling of a lack of safety amongst young people in the north of the borough.

Social isolation

Social isolation was often referenced as being linked to many other issues throughout the consultation. For example, when people spoke of disability access and service improvement for autistic people, respondents also pointed out the detrimental effect these issues can have on mental health, by making people feel isolated. Additionally, respondents who referenced COVID-19 as a chief concern also spoke of how this has been a key contributor, and will continue to be, towards people feeling isolated in the borough. This was particularly in relation to older people, disabled people and those who have become unemployed. Respondents recognised the importance for community support and an active voluntary sector, supported by the council, to help alleviate social isolation for these groups.

Stronger communities

Throughout the consultation stronger communities was pointed to as something that can be achieved through a combination of factors. Respondents recognised the importance of a thriving VCS in the borough and how this can engage different groups in different communities. Further to this, a common theme raised were the societal inequities across different groups in Croydon, and for there to be a partnership effort between VCS, local community leaders and the council to bring these groups together more often that just for one off events. This was often related to the idea that there is a north-south divide within Croydon.

Health

The main issues raised with regards to health were autism, disability and health inequalities. In relation to autism, there was strong feeling amongst a large number of respondents that there needs to be more training and awareness and for an increase in support and services, both in the council and across the borough. Disabled access was also a chief concern amongst many respondents, with Bernard Wetherill House, local shops, and high streets raised as examples of where this can be improved. It was also recognised that council services need to be available in a variety of forms for people of all age, health and disability. Health inequalities were also raised, particularly in relation to the differences amongst different groups and communities.

Societal inequities (emerging theme)

Much of the feedback in the survey and workshops reflected the context in which this strategy is being devised. Thus, many respondents saw the need for societal inequities to be addressed in the strategy. In the survey, respondents saw the need for more equitable treatment of groups across the country and in Croydon, particularly the BAME. For some of the respondents the phrase ‘BAME’ was offensive in the way that it treats different groups of people from different backgrounds as one homogenised group. Although strength of feeling between respondents differed, there was a common opinion that societal inequities are a national and international issue and cannot be addressed in Croydon in isolation. Having said

this, other respondents disagreed and wrote that Croydon must work with its partners, including the Police and Schools in order to address problems in Croydon.

Council as an employer (emerging theme)

Most of the feedback focussed on the council as an employer came from council employees, but also from residents of the borough. Having a diverse workforce was seen as one of the council's strengths, however by others, it was also observed that decision-making positions are not held by as diverse a group of people as the council as a whole. Many respondents emphasised the importance of having a diverse management team to reflect the diversity of the borough. Some residents in the workshops were of the opinion that the council must first of all correct its internal equalities policy and procedures so as to set an example for the rest of the borough. Many respondents agreed that this would involve increasing training and awareness of staff.

Council as a community leader and service provider (emerging theme)

Response relating to this emerging theme tied together many of the other themes. As above, some respondents felt that the council's role as an employer, and the fact over 50% of staff are Croydon residents, means we are in a unique position to set an example on equalities for other employers and businesses in the borough. In the workshops, council employees recognised the need to build equality into the commissioning process and use this to create strong partnerships across the borough. Additionally, many respondents in the survey felt that service delivery models should reflect the inequities across the borough. Overall, many respondents fedback that the council should use its role in the community to speak out about inequality and work together with partners to create a more equal borough for all Croydon residents

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Online survey findings

The online survey was live from June 11 – September 20. During this time there were 254 responses. Survey, responses were categorised based on the themes of the current equalities objectives as below:

1. Jobs and the Economy
2. Housing
3. Children and Families
4. Community
5. Safety
6. Social isolation
7. Stronger communities
8. Health

Responses seen to lie outside of these themes were classed as an **'emerging theme'**

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This section will provide a breakdown of the demographics of respondents, overall responses to each question. Cross-tab analysis is available in appendix 1, where there were noticeably different responses across different groups.

Who responded to the survey?

Age

[170 respondents]

Under 18	9.41%
18-30	17.06%
31-40	20.59%
41-50	34.71%
51-60	13.53%
61+	4.71%

- The majority of respondents were 30+. In order to engage young people we invited schools across the Borough to take part , worked in partnership with Croydon and John Ruskin Colleges who advertised the consultation details on online notice boards and micro portals invited to take part and run workshops with the Youth Parliament and the organisation Empire (who represent Young Care Leavers)

- 1:1 telephone interviews were also offered for anyone who was not able to fill in the online survey due to lack of resources or accessibility problems

Gender

[170 respondents]

Female	65.29%
Male	25.29%
Non-binary	1.18%
Prefer not to say	5.29%
Prefer to self-describe	2.35%
Transgender	0.59%

- There were more female participants than male participants in the survey by a significant margin. The split between male and female in the borough is believed to be 48.6% male and 51.4% female (Croydon observatory). Despite this a large of men also participated in the workshops giving a large sample size of both men and women when all considered

- Although there is no population data in Croydon for the transgender community, all known transgender groups were contacted to take part, and a workshop was held with the LGBTQ staff network group

Disability

[170 respondents]

No	72.94%
Prefer not to say	4.12%
Yes	22.94%

- A large number of people with disabilities completed the survey, reflecting the numbers of groups engaged with across the VCS sector, including Croydon Disability Network and Croydon Vision, as well as the disability staff network

Ethnicity

[170 respondents]

Any other Asian background	1.18%
Any other Black background	1.18%
Any other Mixed / multiple ethnic background	2.94%
Any other White background	10.00%
Arab	1.18%
Black African	8.24%
Black Caribbean	16.47%
Chinese	1.18%
Indian	2.94%
Other, write in:	6.47%
Pakistani	0.59%
White and Asian	1.18%
White and Black African	0.59%
White and Black Caribbean	4.71%
White English / Welsh / Scottish / Northern Irish / British	39.41%
White Irish	1.76%

- The highest percentage of any ethnic background to complete the survey was ‘white English/Welsh/Scottish/Northern Irish/British’ (39.41%). It is estimated Croydon’s population is 55.1% ‘white’ (Croydon observatory). Following this, 16.47% of respondents were Black Caribbean.

- In order to engage as wide a range of ethnic groups as possible, many community and VCS groups were engaged, and additional workshops were held for Asian Resource Centre Croydon and Croydon BME Forum. This was particularly important given the nature of the strategy. We also recognise there is still more to be done to ensure that larger amounts of each group are engaged in future consultations.

Religion

[170 respondents]

Christian	48.82%
Muslim	4.12%
Hindu	
Jewish	2.94%
Sikh	
Buddhist	.59%
Atheist	5.29%
Agnostic	2.94%
No Religion	28.82%
Other	6.47%

- The number of respondents who stated they were Christian (48.82%), translates roughly into the estimated Christian population of Croydon (56.4%)

- All other major religious groups were engaged with, as well as workshop held and information shared with Faiths Together in Croydon

- This is also in recognition of the fact that members of the Sikh and Hindu community did not participate in the survey. This is addressed in the actions for the council moving forward whereby it is ensured that in future, all groups are fully engaged with, including the harder to reach groups in the community

Sexual orientation

[170 respondents]

Heterosexual/Straight	74.71%
Gay/Lesbian	5.88%
Bi-Sexual	5.29%
Any other sexual orientation	2.35%
Prefer not to say	11.76%

- Although there is no available data for sexual orientation in the Croydon population, it was ensured that LGBTQ groups were engaged in the process, and Croydon is an enthusiastic support for Croydon Pride, as well as actively working to achieve all recommendations put forward by Stonewall.

Marital status

[170 respondents]

Married or in a same sex civil partnership	37.06%
Single	35.29%
In a relationship	16.47%
Other	11.18%

- The survey produced good numbers of feedback from all marital status groups

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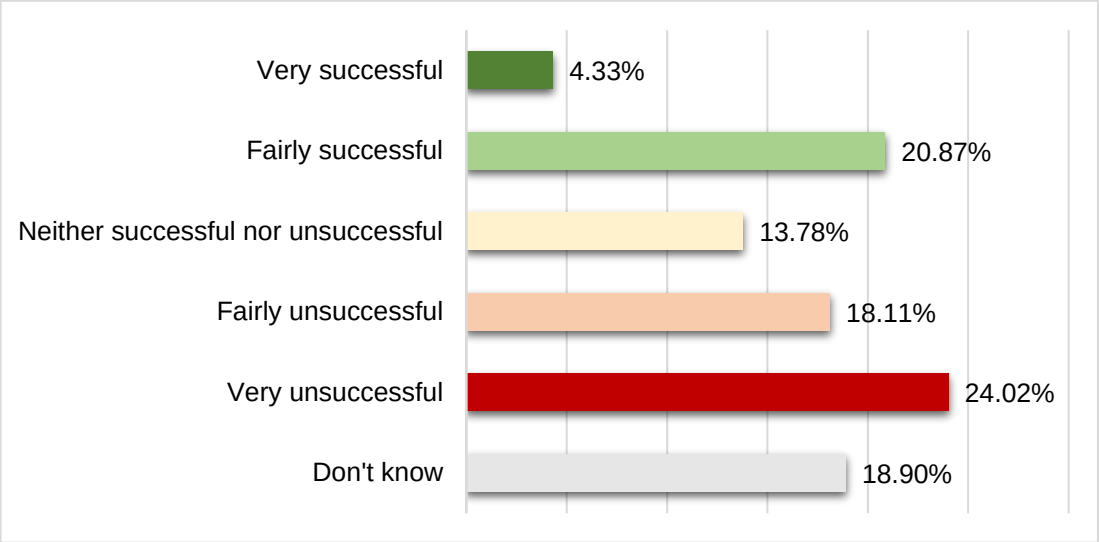
Survey question 1: *Please rate how successful or unsuccessful you think the council has been in tackling and reducing inequality*

[254 respondents]



- Overall, respondents had a more negative view of the council's efforts to tackle and reduce inequality than positive.

- 25.2% responses were positive ('very successful' or 'fairly successful'), whilst 42.13% were negative ('very unsuccessful or 'fairly unsuccessful')

- A significant number of respondents chose 'don't know' (18.90%), which indicates that the council should improve its communication to residents and staff around work that is being done to tackle and reduce inequality.

[Please find further cross-tab analysis of question 1 in appendix 1]

Survey question 2: *Please explain your response to Q1: What do you think the council's strengths are in tackling and reducing inequality?*

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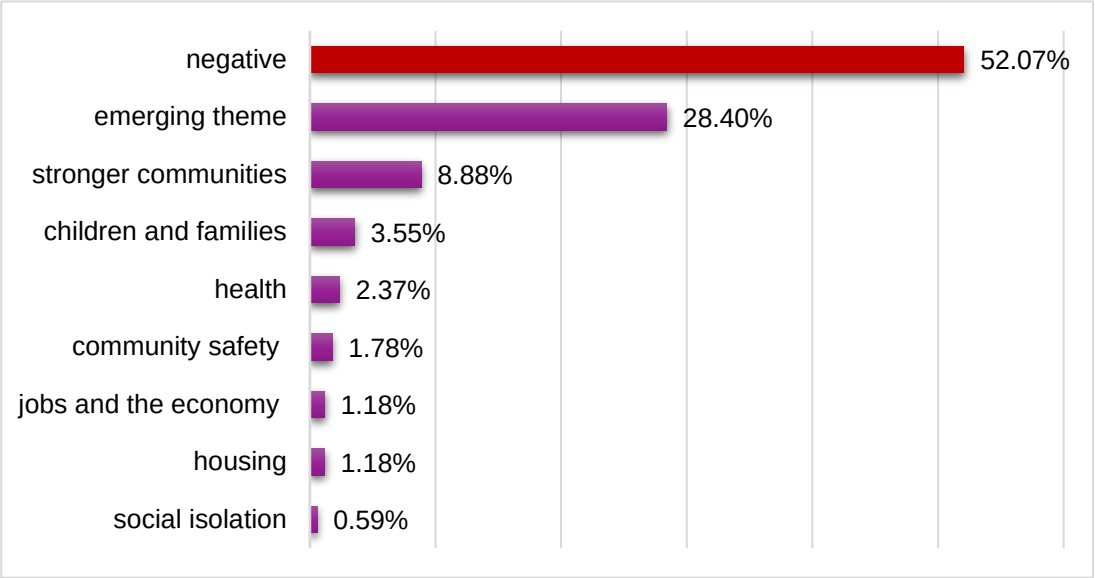
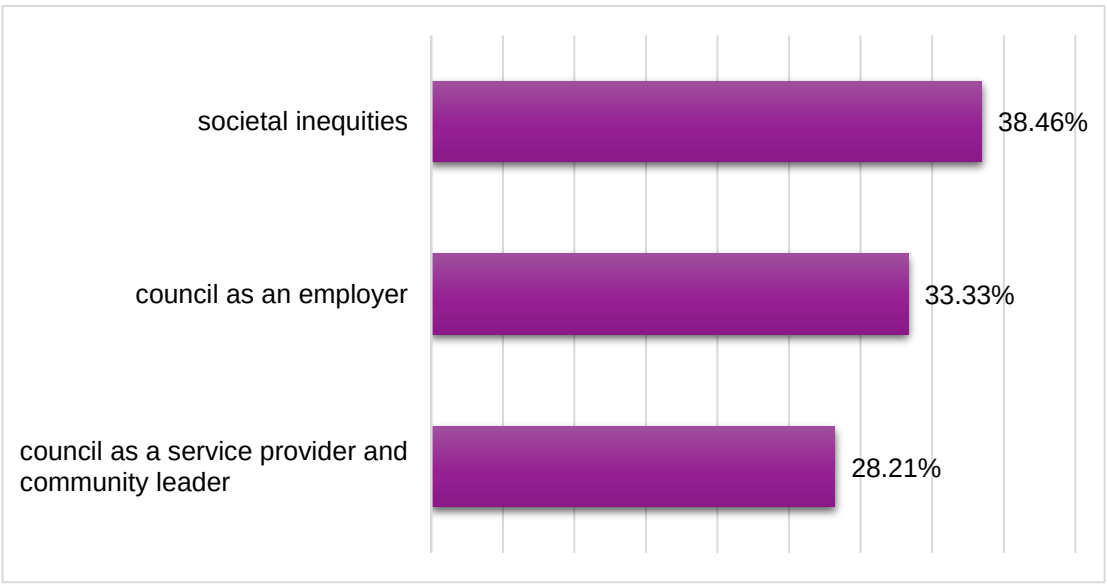
[188 respondents]



- The most common responses to this question were either negative (52.07%) – the response did not praise the council in any way but offered criticism – or they were left blank. This reflects the negative responses captured for question 1 and suggests respondents saw question 2 as an opportunity to elaborate on their previous response.

- Following negative responses, the most common response by a significant margin was 'emerging theme' (28.40%) (These responses will be broken down further below).

Breakdown of emerging themes

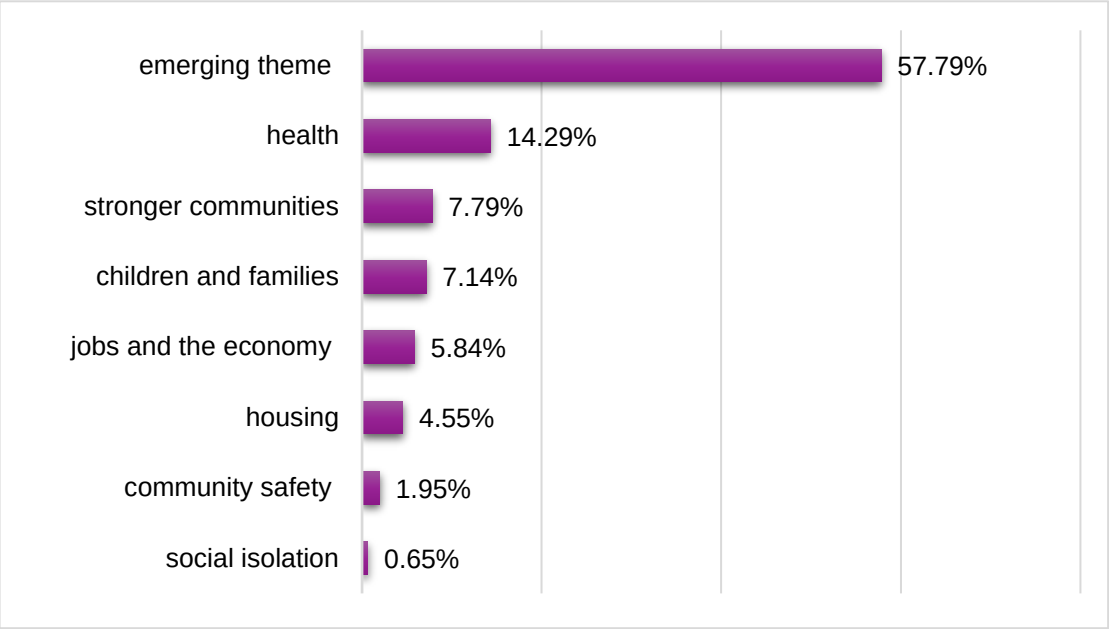


- Of the 28.40% of people whose response was categorised as an emerging theme, the most common theme was 'societal inequities' (38.46%), followed by 'council as an

employer' (33.33%) and finally 'council as a service provider and community leader' (28.21%).

Survey question 3: *What do you think we can do better to tackle and reduce inequality?*

[179 respondents]



- The most popular responses to question 3 were 'emerging themes', with over half of responses (57.79%) in this category.
- The second most common response was 'health' (14.29%) followed by 'stronger communities' (7.79%).

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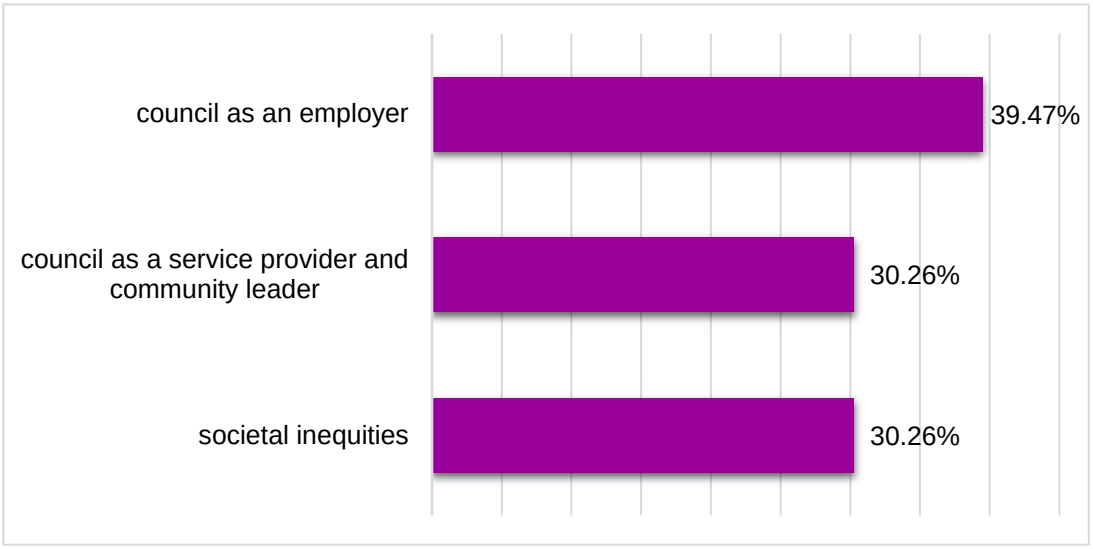
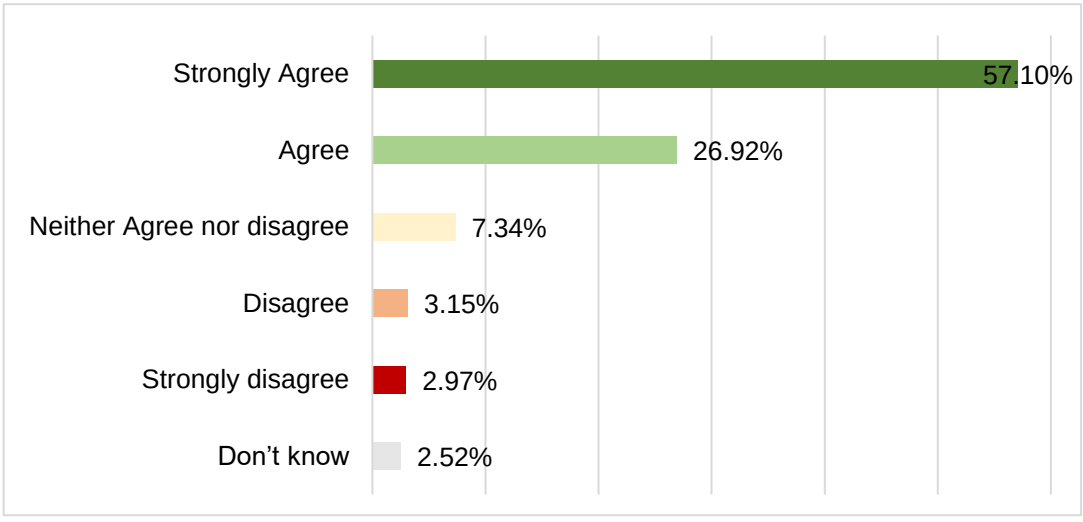
Breakdown of emerging themes



- Of the 57.79% of responses that were categorised as an 'emerging theme' 39.47% were focussed on the 'council as an employer'.
- This differs to the breakdown down of emerging themes for question 2, where the council's strength was seen as 'societal inequalities'.
- This data suggests that respondents view the council's strength as actions related to 'societal inequalities' and its weaknesses related to employment.

Survey question's 4-13: *Do you agree with our current aims?*



- Overall, respondents agreed with the current aims

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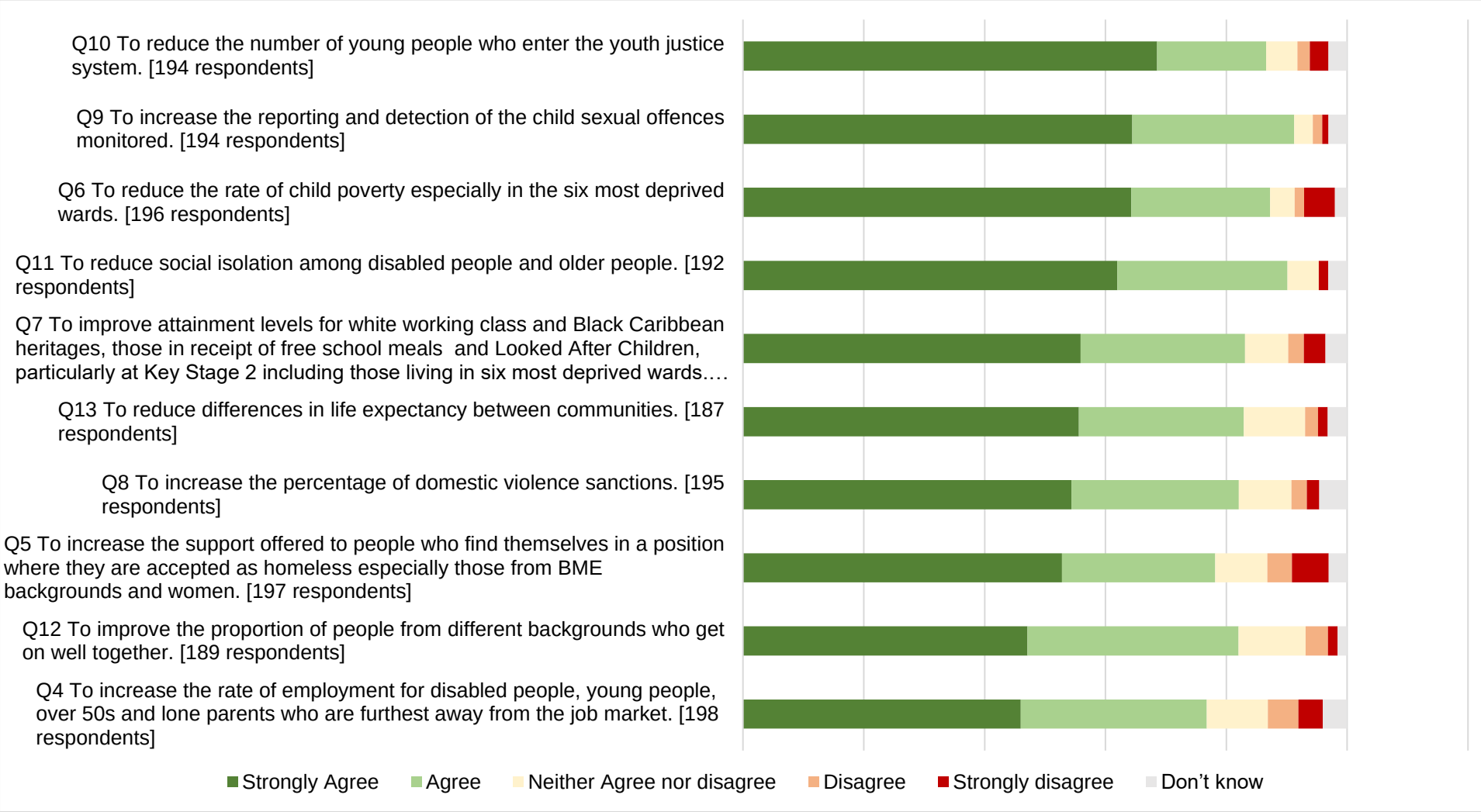
- In total, 59.62% of respondents chose a positive response ('strongly agree' or 'agree') and 6.12% chose a negative response ('strongly disagree' and 'disagree')

- It is important to also take into account responses to the following questions in the survey, which asked respondents what was missing, and to choose their key area. There was strong feeling amongst these responses that although the current aims are generally agreeable, people were curious about what specific actions the council and its partners can take in order to achieve the aims.

[please see next page for further breakdown of response per aim]

Survey question's 4-13: *Do you agree with our current aims?*



- **Overall, the three aims that people agreed with the most (most 'strongly agree' and 'agree' responses) were:**

    1. To increase the reporting and detection of child sexual offences monitored (Q9) (91% 'strongly agree' and 'agree')
    2. To reduce social isolation among disabled people and older people (Q11) (90.11% 'strongly agree' and 'agree')
    3. To reduce the rate of child poverty, especially in the six most deprived wards (Q6) (87.25% 'strongly agree' and 'agree')

- The aim that received the most 'strongly agree' responses was:

    - To reduce social isolation among disabled people and older people (69% strongly agree)

- **Overall, the three aims that people disagreed with the most (most 'strongly disagree' and 'disagree' responses) were**:

    1. To increase the support offered to people who find themselves in a position where they are accepted as homeless especially those from BME backgrounds and women (Q5) (10.5% 'strongly disagree' and 'disagree')
    2. To increase the rate of employment for disabled people, young people, over 50s and lone parents who are furthest away from the job market (Q4) (9.09% 'strongly disagree' and 'disagree')
    3. To reduce the rate of child poverty, especially in the six most deprived wards (Q6) (6.63% 'strongly disagree' and 'disagree')

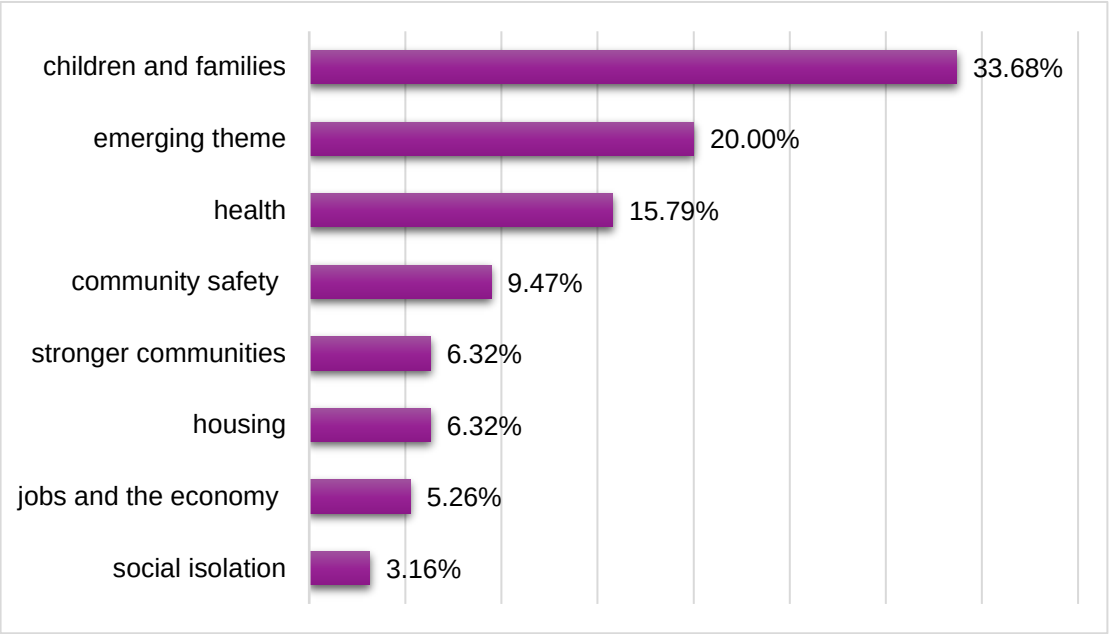
- The aim that received the most 'strongly disagree' responses was:

    - To increase the support offered to people who find themselves in a position where they are accepted as homeless especially those from BME backgrounds and women (6.09% 'strongly disagree')

- **Overall, responses were significantly more positive than negative. Even the aims that received the lowest proportion of 'strongly agree' and 'agree' responses were still agreed with by a large proportion of respondents**

Survey question 14: *Having considered the current equality aims, which issue is most important to you and why?*

[176 respondents]

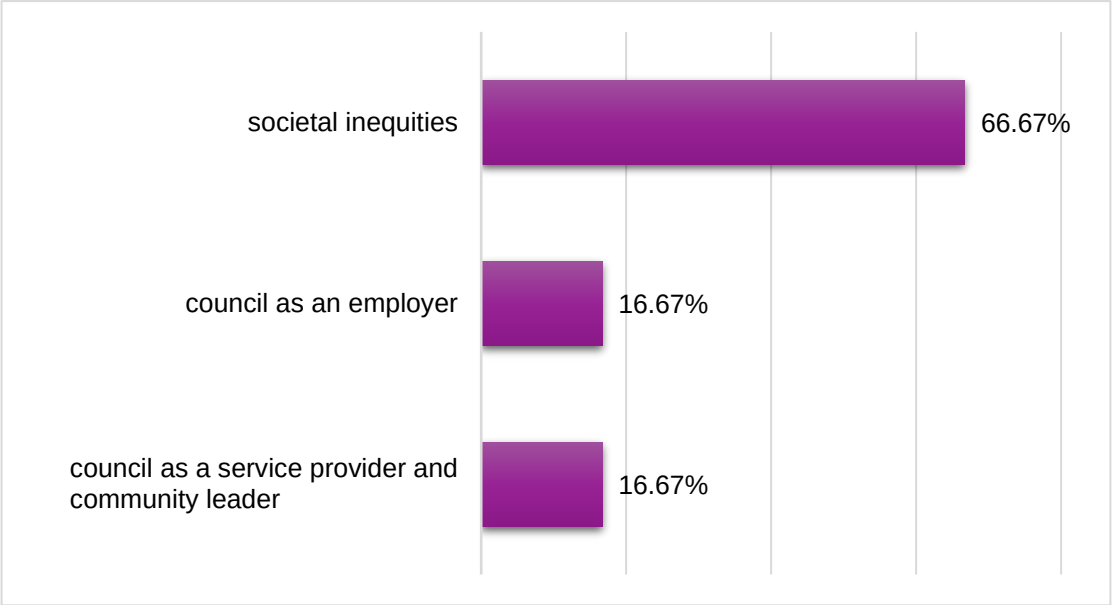


- Overall, the theme within the current aims that respondents found most important was 'children and families' (33.68%). This is reflected in the previous section, where both of the current aims within the 'children and families' theme were in the top 3 most agreed with aims.

- Although this question specifically asks about the current aims, there was still a high proportion of responses which didn't fit inside of the current themes and were classed as emerging themes. (These will be broken down below)

- 15.79% of respondents focussed on 'health' as the most important issue. These responses included:
  - *Autism: 20%*
  - *Disabilities: 53.33%*
  - *Health inequalities: 26.67%*

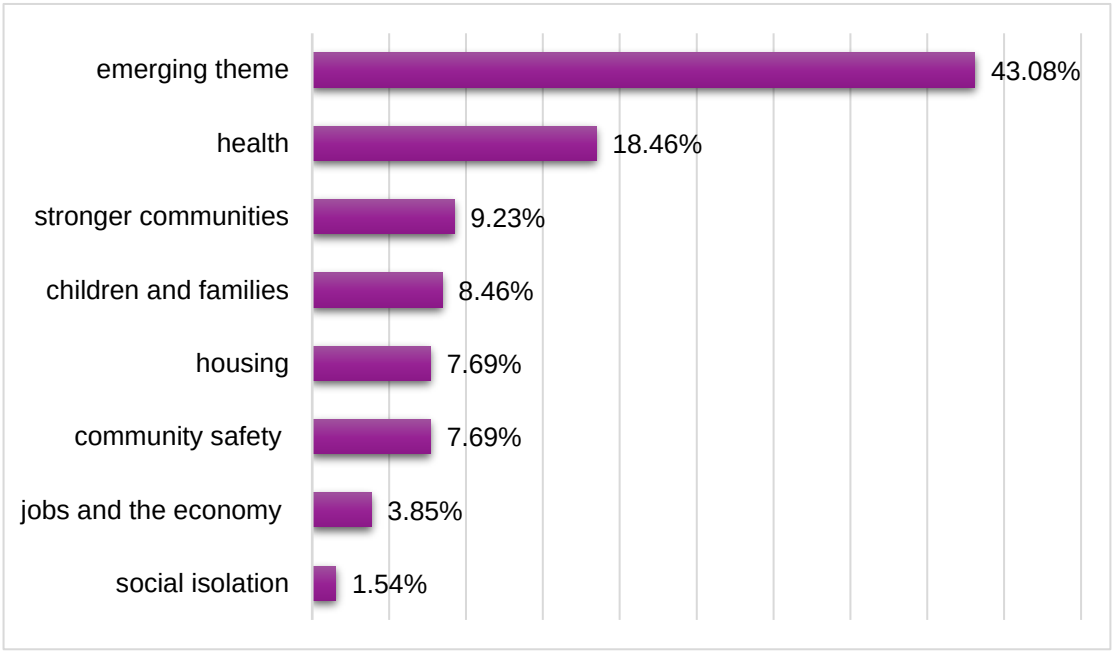
Breakdown of emerging themes



- *Amongst the 20% of respondents who gave an answer classed as an emerging theme, the majority (66.67%) were focussed on societal inequities. These responses touched on a variety of areas including:*
    - *Treating people fairly, specifically including LGBT and religious communities*
    - *BAME people being discriminated against nationally and in the borough*

Survey question 15: *Do you think there is anything missing from the current aims?*

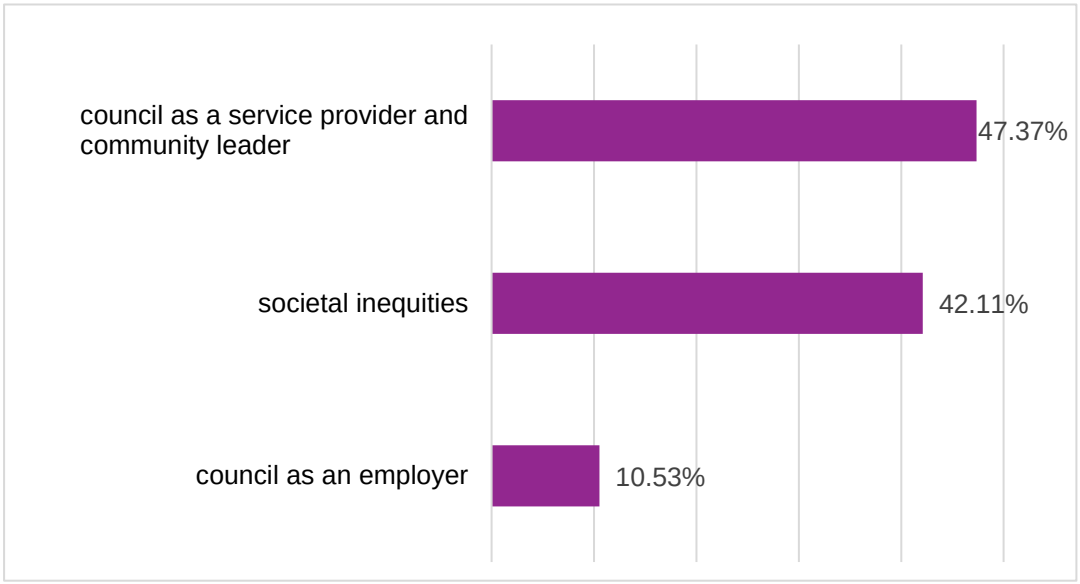
[176 respondents]



- Nearly half of all responses (43.08%) for question 15 focussed on emerging themes. This was expected, as the question asked respondents to think of issues outside of the current aims.

- Similar to question 14, health was also a common theme amongst responses (18.46%). This is perhaps reflected by the fact that there is only one current aim which is based around health (‘*to reduce differences in life expectancy between communities’*).

Breakdown of emerging themes

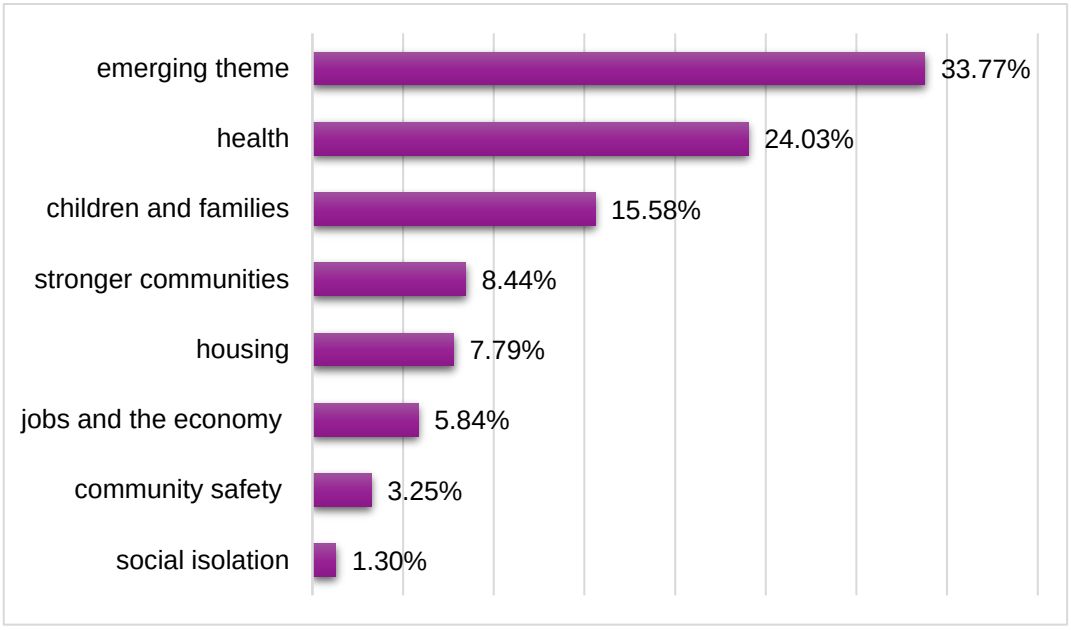


- Amongst the 43.08% of ‘emerging theme’ responses, the majority of them focussed on the council’s role as a service provider and community leader, as well as national and local societal inequities

- This reflects the fact that the current aims focus on priorities that the council can have an effect over, but there is not an aim that reflects the council’s role in and of itself.

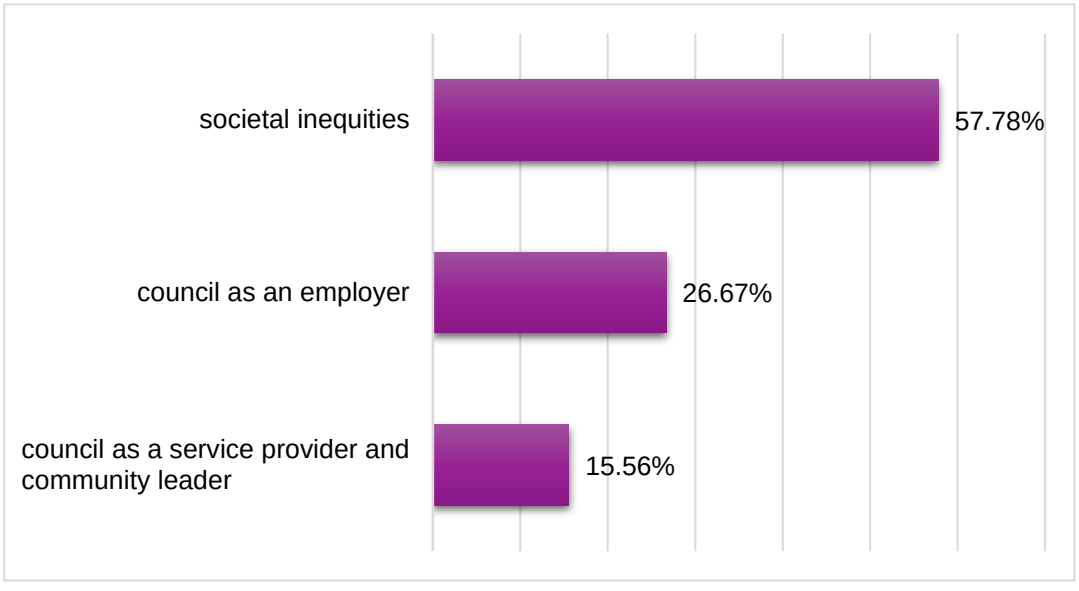
Survey question 16: *Please list one key area you think the Council and its partners should focus on in its upcoming Equality Strategy*

[174 respondents]



- Just as question 14, the highest proportion of responses were emerging themes (33.77%)
- Similarly, health was also a popular response (24.03%), followed by children and families (15.58%)

Breakdown of emerging themes



- Overall, respondents felt that the council should focus on societal inequities in its Equalities strategy (57.8%)

- Considering that 'emerging themes' were the most popular responses, a high proportion of respondents overall thought that the council should focus on the 'council as an employer' (26.67%) and as a service provider and community leader (15.56%)

Workshop findings

A total of 20 workshops were held throughout the consultation phase with internal and external stakeholders. Workshops involved using Microsoft Teams and the online tool 'Retrium'. Anyone who was not able to participate using Retrium was given the option of a 1:1 call. Those who attended the workshops were consulted on the same questions present in the survey, in order to provide consistency across the consultation. The responses from workshop attendees were recorded as 'actions' and were analysed using the same categories and methods applied to the survey analysis.

Who did we engage?

Some of the external groups engaged were:

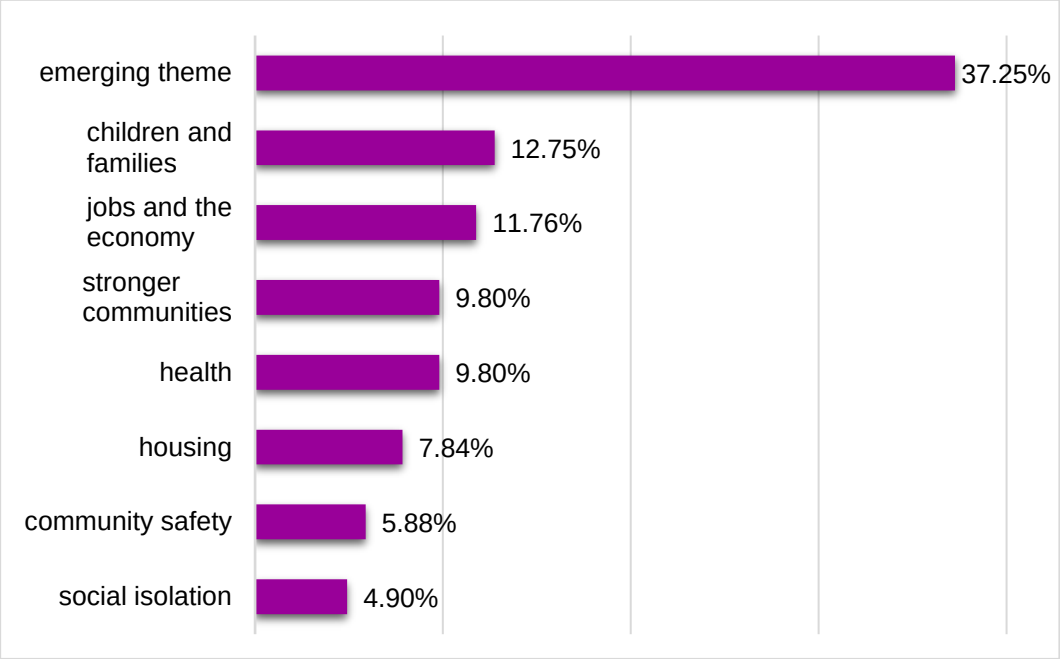
1. BME Forum
2. Asian Resource Centre Croydon
3. Croydon Voluntary Action
4. Faiths Together
5. Croydon Drop in
6. Legacy Zone reps
7. Empire

Overall, there were 203 people consulted representing 65 organisations covering all protected groups (except maternity/pregnant women)

Internal groups engaged were:

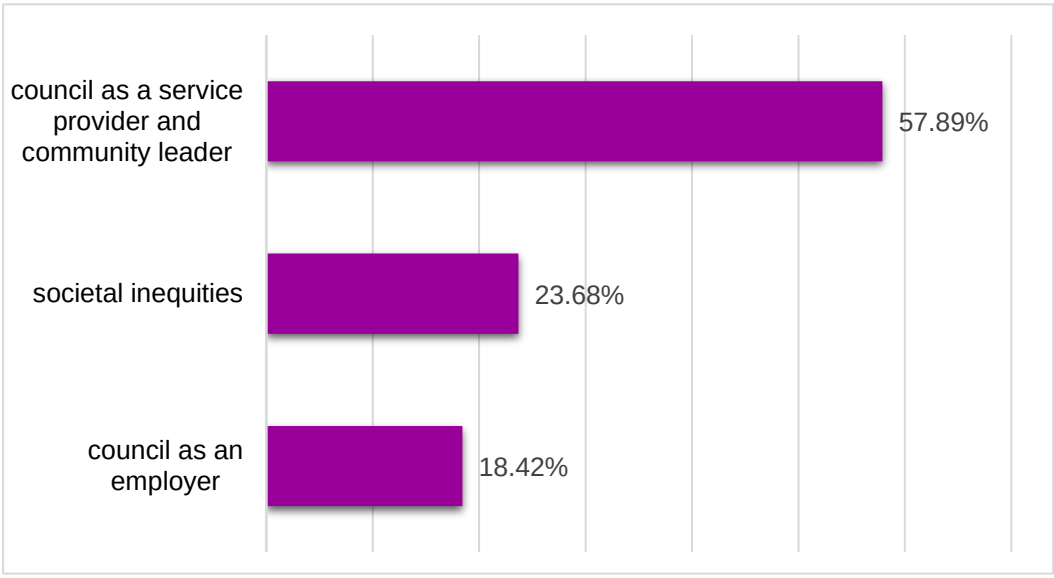
1. BAME network
2. Disability Network
3. LGBTQ+ Network
4. Women's Network
5. Youth Parliament

What did they tell us?



- Overall, the most popular actions recorded in the workshops were emerging themes (37.25%) followed by children and families (12.75%) and jobs and the economy (11.76%)
- Feedback in workshops produced similar responses to those analysed in the survey.
- There were actions that covered each of the current aims, as well as each of the three emerging themes.

Breakdown of emerging themes



- The majority of actions that were emerging themes focussed on 'council as a service provider and community leader' (57.89%), followed by 'societal inequities' (23.68%) and 'council as an employer' (18.42%)

- This feedback differs to the final question of the survey where people were asked what they would like to see council focus on, with societal inequities the top response (57.68%)

Examples of workshop actions by category

Jobs and the economy	• Greater partnership with local business to improve employment – for young people and those with protected characteristics • Creating employment, training and education opportunities for groups hit the hardest, prevention strategies to make them less vulnerable
Housing	• Preventative strategy - tackle and address issues that lead to individuals becoming homeless such as mental health • Providing quality housing to individuals at their time of need.
Children and families	• Ensure that young people are taught life skills such as: money management, mental health, budgeting, how taxes work, healthy cooking, conflict resolution. • Ensuring traditionally middle class jobs appeal to more young people and to support them into it via work placements, internships, apprenticeships
Community safety	• Helping to make sure young people feel safe in their neighbourhoods • Holistic approach to tackling domestic violence
Social isolation	• Digital inclusion for older people and those with disabilities • Variety of channels for older people to engage and get involved in wider community
Stronger communities	• Public spaces available in areas in the Borough that are highly congested - creative solutions, working with artists, schools and wider community • Free or discounted community space to enable community groups to come together
Health	• Mental health - examine issues that impact on mental health e.g. environment - get community involved in improving green spaces • To increase support for those less physically able to access certain areas of the community
Council as a service provider and	• Ensure protected characteristics are represented during decision-making. For example as part of Culture Board

community leader	• To increase awareness amongst staff regarding dealings and communications with residents tailored to their needs. - Improving accessibility to services and not limited to online services
Societal inequities	• Challenging institutional racism in wider society and raising positive profile of younger people especially BAME • Over-policing of young people – Helping to facilitate better relationships between the police and young people
Council as an employer	• Career progression - equality of opportunities particularly for BAME and staff with disabilities across all levels • Ensure there is a more diverse range of managers with decision making responsibility

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Draft outcomes and priorities

Following engagement, we drafted the following outcomes and objectives to form the basis of the plan:

Outcome 1: The Council addresses social inequities as a community leader and an employer

Objectives

1. Ensure that we create a diverse workforce that reflects our communities at all levels and allows us to make representative decisions making
2. Become a visible and active community leader and ambassador for equality and addressing social inequities
3. Commission suppliers that help us to address inequity and monitor their impact through our contract management framework

Outcome 2: We work with our residents to better understand our communities

Objectives

1. Increase our network across untapped communities, specifically harder to reach groups and their community leaders such as LGBT, refugee and asylum seekers, women
2. Information about the council's work towards tackling inequality is easy to access and understand
3. Key information about local communities (inc all protected groups) is collected, analysed, used and shared with key partners to inform decisions and improve services

Outcome 3: Everyone gets the support they need when they need it

Objectives

1. Recognise the needs of individual groups and provide support to the most disadvantaged groups in the borough
2. More residents are given support to enter education, gain skills and access quality and secure employment and in particular BAME, women, young people, lone parents, and people with disabilities
3. Services are proactive in targeting groups that have accessibility issues as a result of disability, age, mental health, language and/ or physical barriers

Outcome 4: People in Croydon are supported to be in good health

Objectives

1. Create safe, multicultural spaces and celebratory events that are open to all protected groups to help tackle social isolation and bring communities together
2. Develop structures, systems and services that proactively target areas of Croydon where inequalities are at their worst in order to tackle the social determinants of health
3. Work in partnership to ensure health services are accessible to everyone, and residents know where and how to access services

Outcome 5: Lifelong learning around equality and inclusion is championed

Objectives

1. Our partners feel supported to reduce inequalities and discrimination that lead to disproportionality in school exclusions and young people entering the criminal justice system specifically for groups such as black males, Gypsy roma and travellers and those on free school meals
2. Use existing mechanisms such as Good Employer Charter to develop best practice for Croydon employers, including the council, to ensure equality training is provided and regularly reviewed
3. Offer support to the groups such as White British adults, pupils from Black backgrounds , children on free school meals who need it most to enable better education outcomes

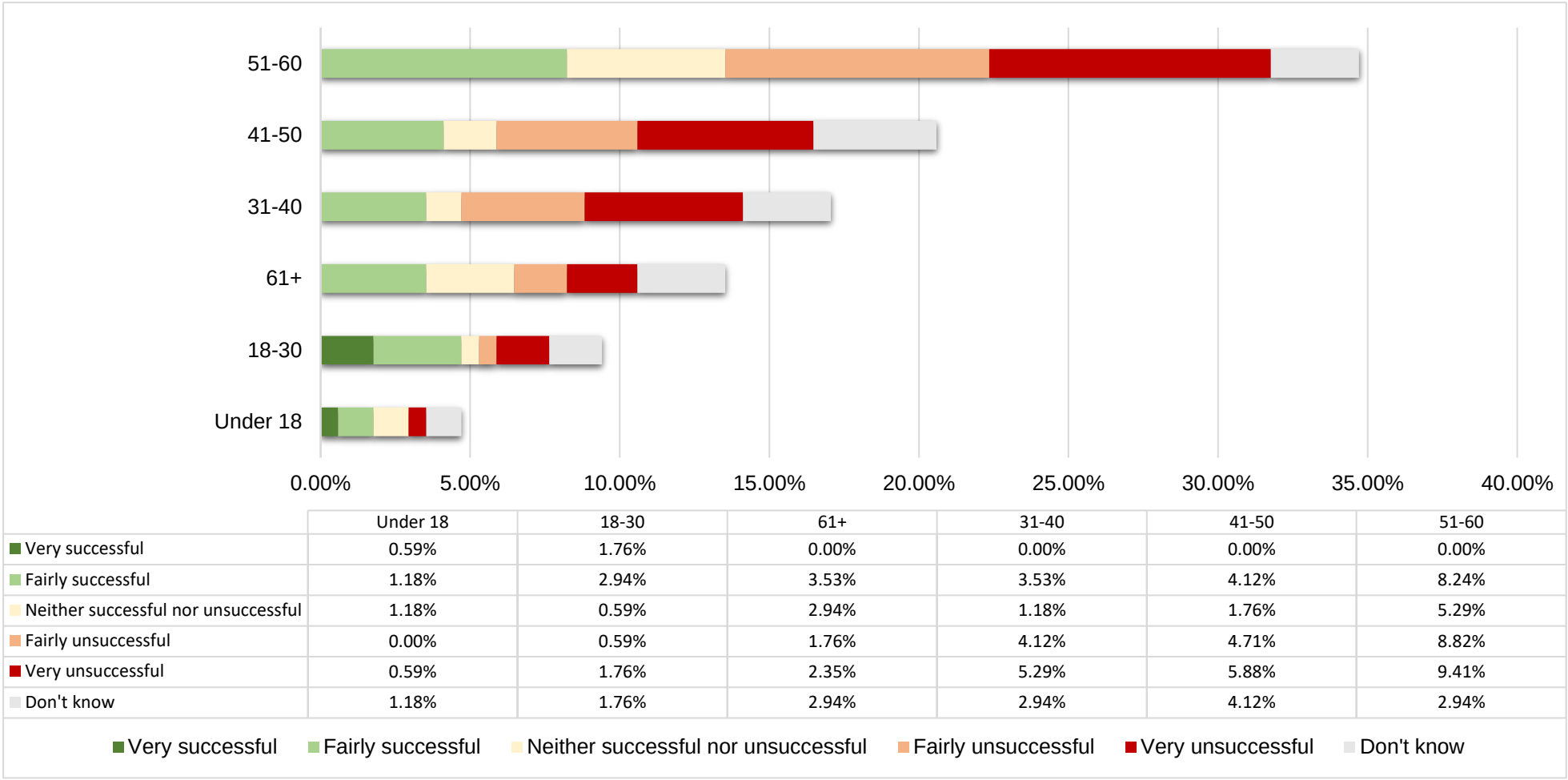
Information to note

- Although it appears as if social isolation was not a primary concern amongst respondents, it is important to note that responses were categorised based on what was considered the main concern/point within the response. For example, there some responses that specifically mentioned accessibility of services for disabled people and how this could help prevent social isolation amongst disabled people. These responses were categorised as 'health' but the social isolation aspect of these responses helped to shape, formulate and inform the strategy outcomes, priorities and actions.

Appendix 1

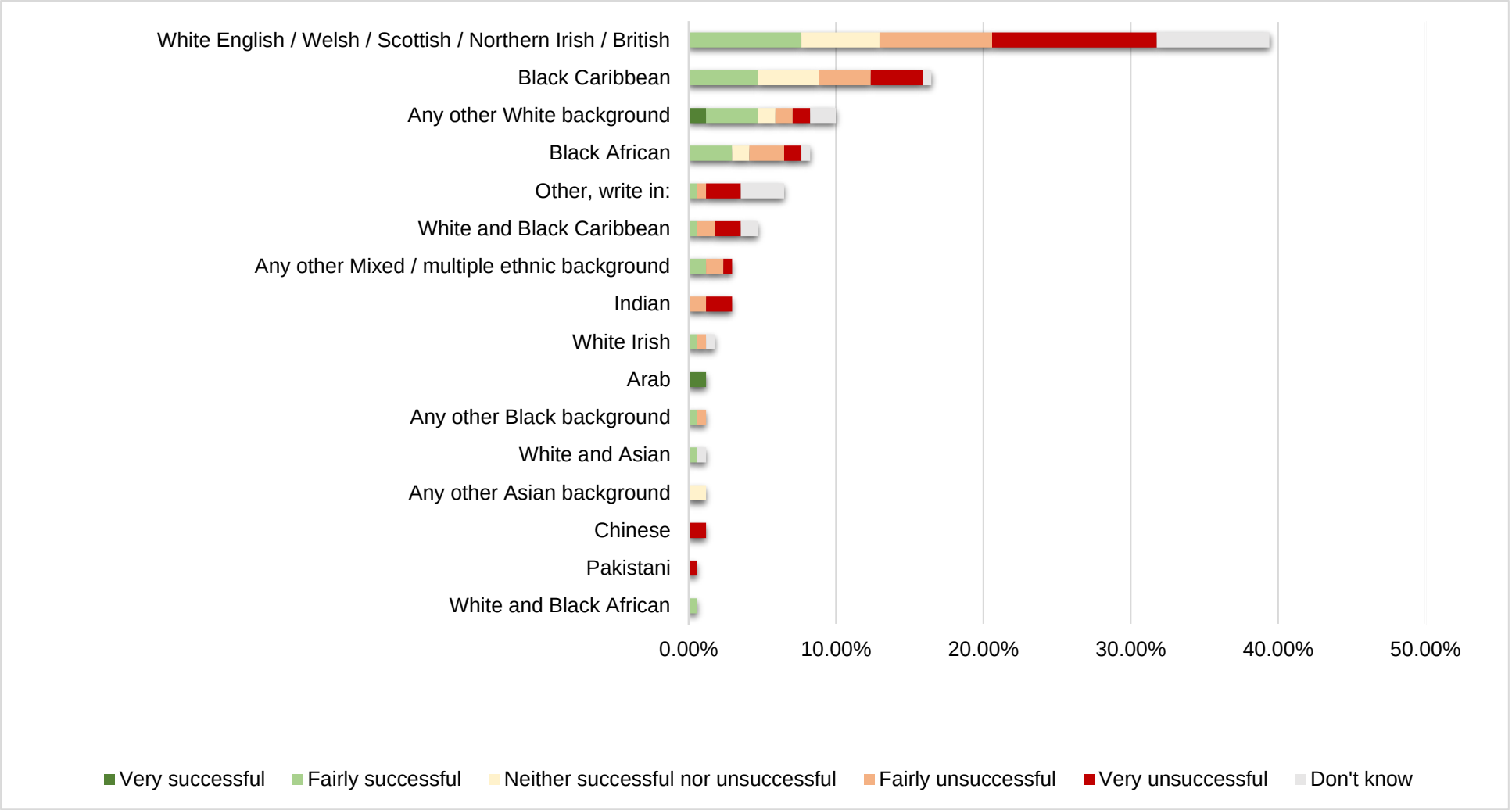
Question 1 cross tab analysis

Age

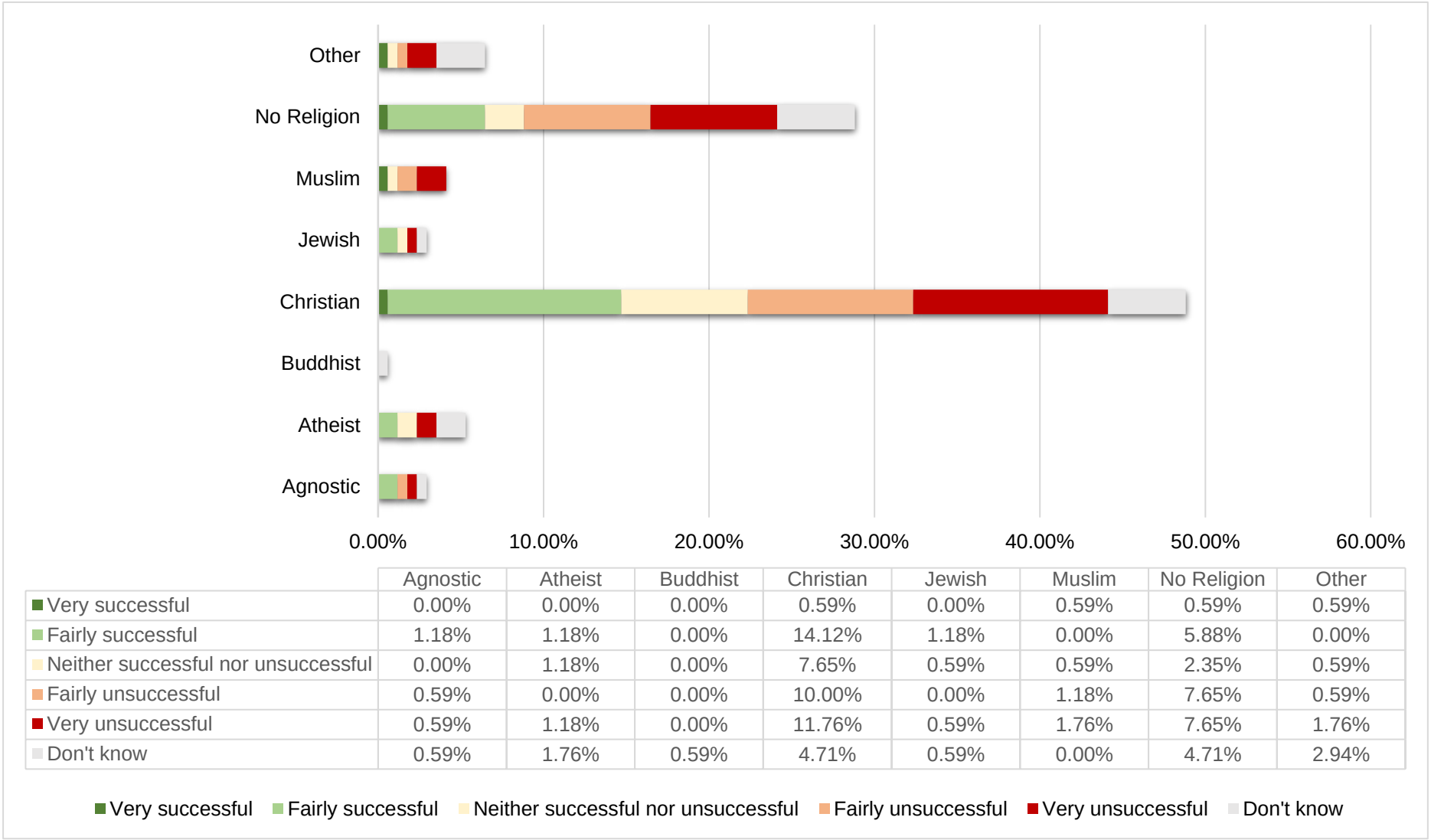


	Under 18	18-30	61+	31-40	41-50	51-60
Very successful	0.59%	1.76%	0.00%	0.00%	0.00%	0.00%
Fairly successful	1.18%	2.94%	3.53%	3.53%	4.12%	8.24%
Neither successful nor unsuccessful	1.18%	0.59%	2.94%	1.18%	1.76%	5.29%
Fairly unsuccessful	0.00%	0.59%	1.76%	4.12%	4.71%	8.82%
Very unsuccessful	0.59%	1.76%	2.35%	5.29%	5.88%	9.41%
Don't know	1.18%	1.76%	2.94%	2.94%	4.12%	2.94%

Ethnicity

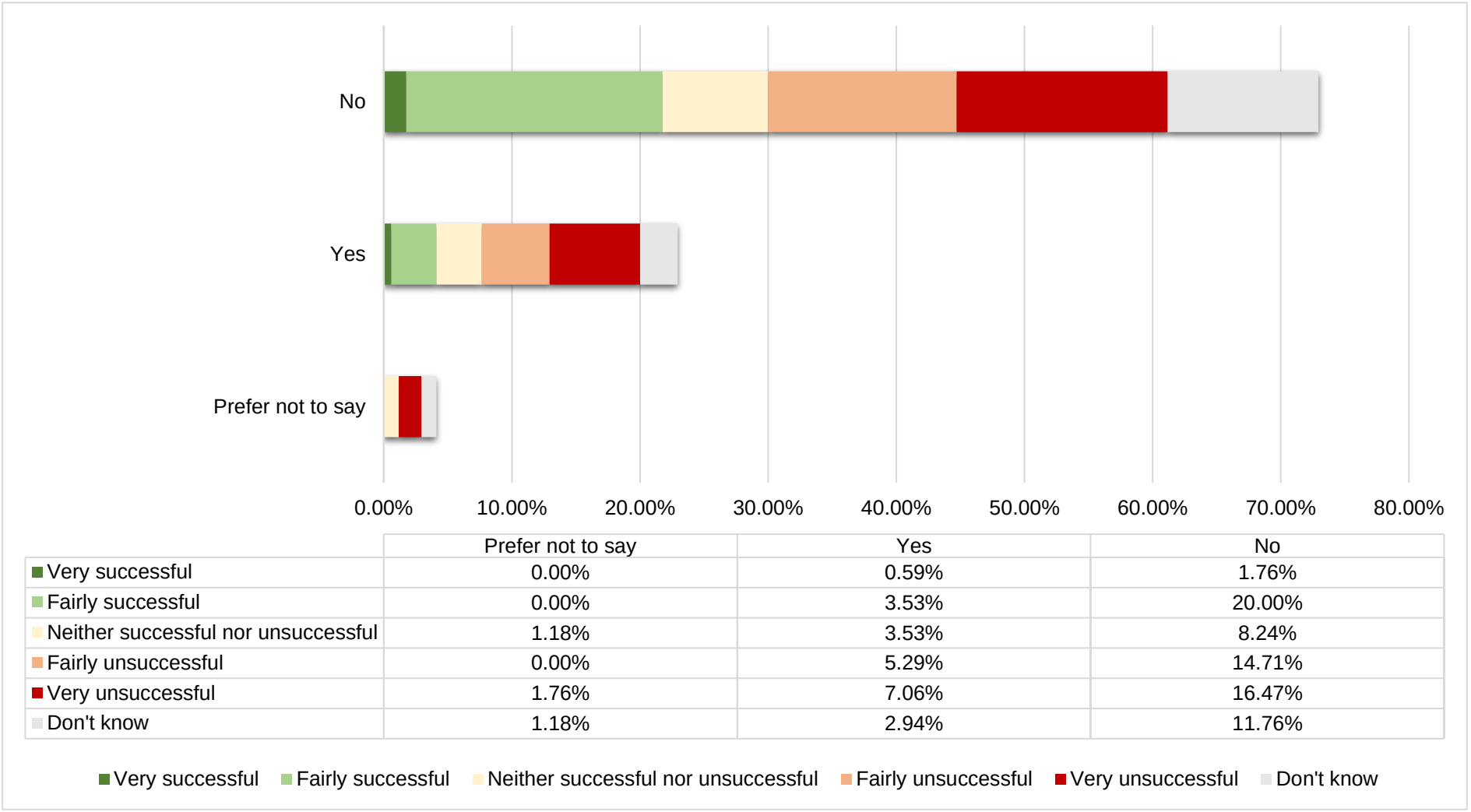

White English / Welsh / Scottish / Northern Irish / British
Black Caribbean
Any other White background
Black African
Other, write in:
White and Black Caribbean
Any other Mixed / multiple ethnic background
Indian
White Irish
Arab
Any other Black background
White and Asian
Any other Asian background
Chinese
Pakistani
White and Black African
0.00%
10.00%
20.00%
30.00%
40.00%
50.00%
Very successful
Fairly successful
Neither successful nor unsuccessful
Fairly unsuccessful
Very unsuccessful
Don't know

Religion



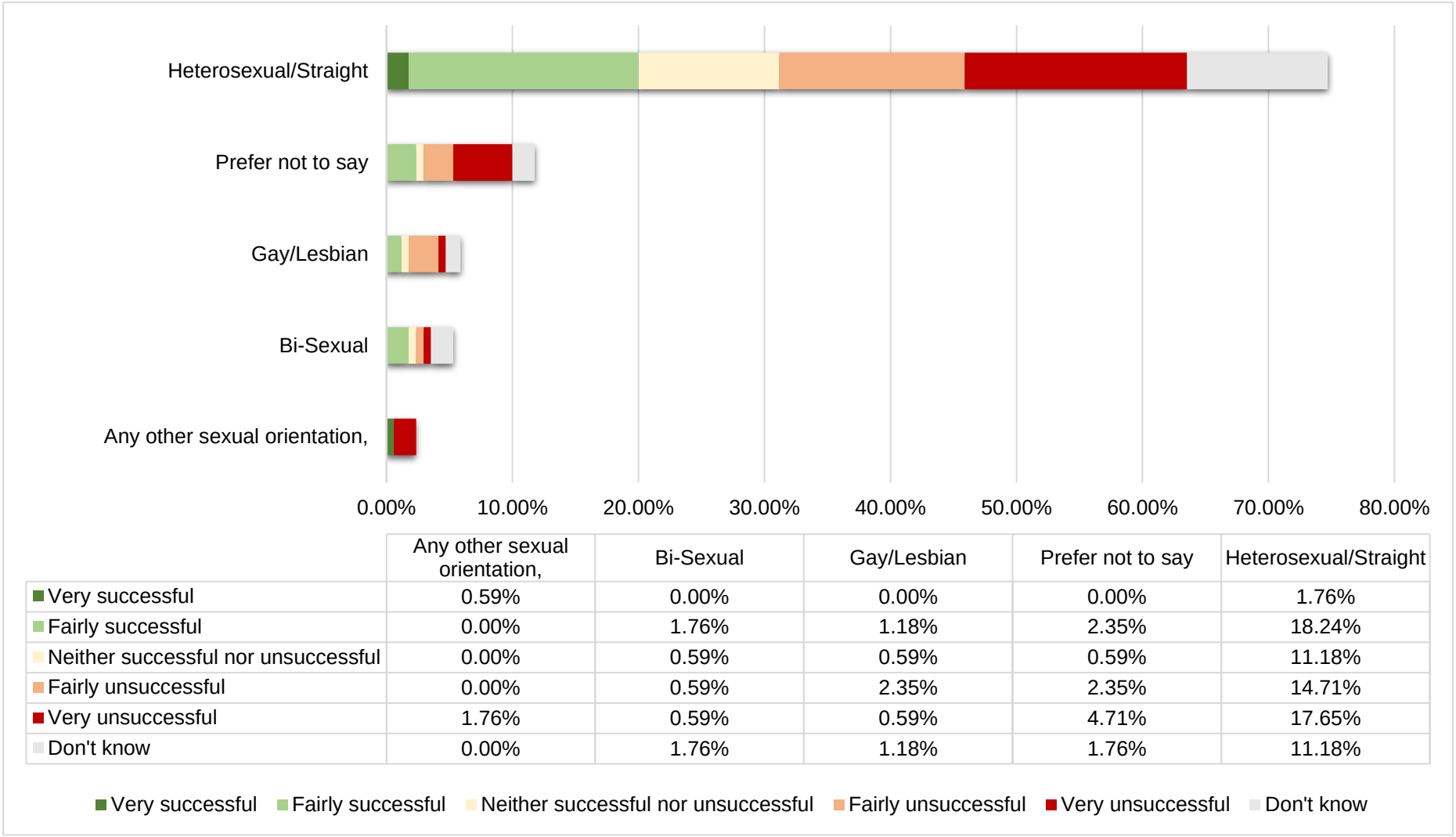
	Agnostic	Atheist	Buddhist	Christian	Jewish	Muslim	No Religion	Other
Very successful	0.00%	0.00%	0.00%	0.59%	0.00%	0.59%	0.59%	0.59%
Fairly successful	1.18%	1.18%	0.00%	14.12%	1.18%	0.00%	5.88%	0.00%
Neither successful nor unsuccessful	0.00%	1.18%	0.00%	7.65%	0.59%	0.59%	2.35%	0.59%
Fairly unsuccessful	0.59%	0.00%	0.00%	10.00%	0.00%	1.18%	7.65%	0.59%
Very unsuccessful	0.59%	1.18%	0.00%	11.76%	0.59%	1.76%	7.65%	1.76%
Don't know	0.59%	1.76%	0.59%	4.71%	0.59%	0.00%	4.71%	2.94%

Disability



	Prefer not to say	Yes	No
Very successful	0.00%	0.59%	1.76%
Fairly successful	0.00%	3.53%	20.00%
Neither successful nor unsuccessful	1.18%	3.53%	8.24%
Fairly unsuccessful	0.00%	5.29%	14.71%
Very unsuccessful	1.76%	7.06%	16.47%
Don't know	1.18%	2.94%	11.76%

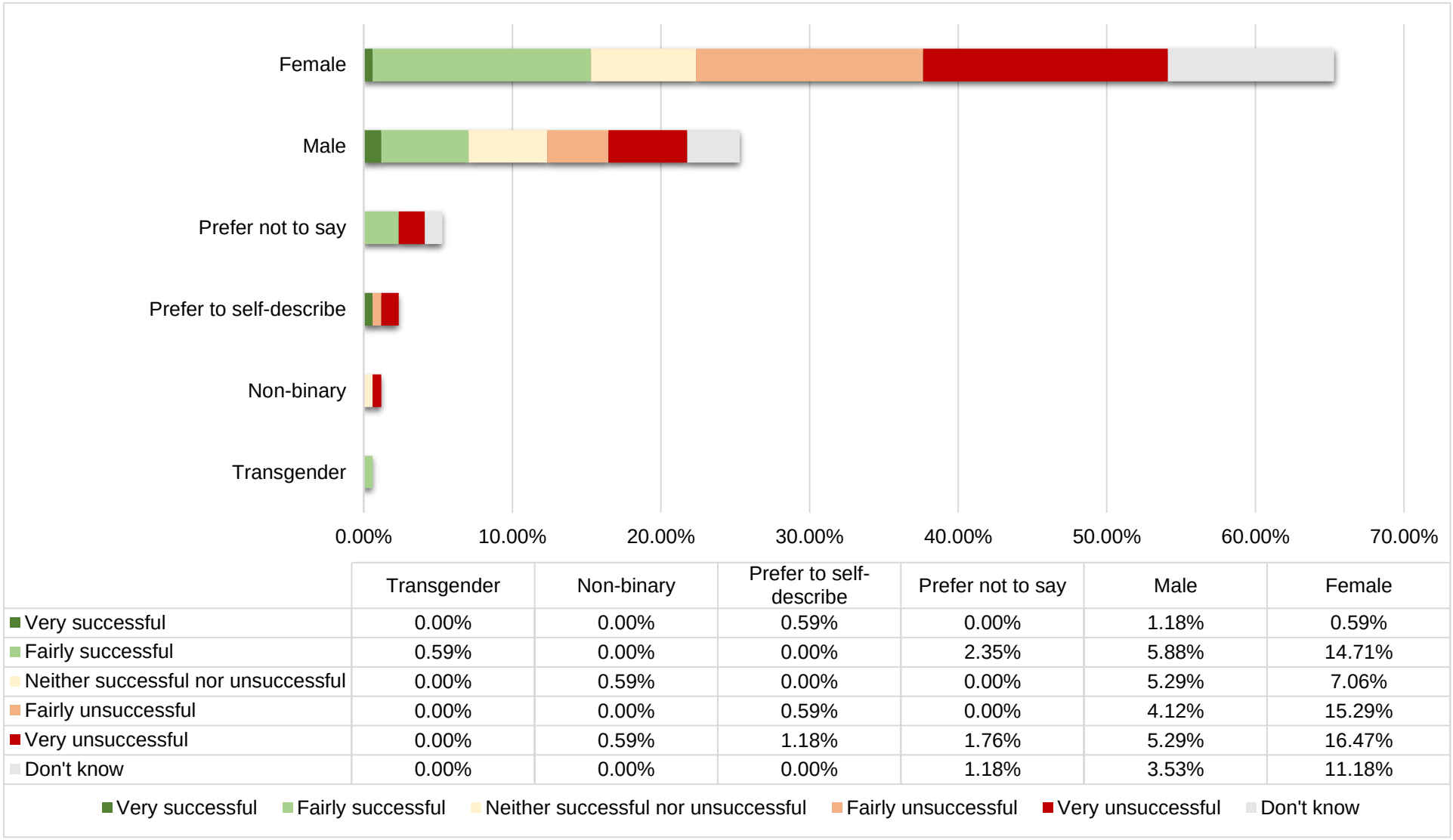
Sexual Orientation



	Any other sexual orientation,	Bi-Sexual	Gay/Lesbian	Prefer not to say	Heterosexual/Straight
Very successful	0.59%	0.00%	0.00%	0.00%	1.76%
Fairly successful	0.00%	1.76%	1.18%	2.35%	18.24%
Neither successful nor unsuccessful	0.00%	0.59%	0.59%	0.59%	11.18%
Fairly unsuccessful	0.00%	0.59%	2.35%	2.35%	14.71%
Very unsuccessful	1.76%	0.59%	0.59%	4.71%	17.65%
Don't know	0.00%	1.76%	1.18%	1.76%	11.18%

Very successful Fairly successful Neither successful nor unsuccessful Fairly unsuccessful Very unsuccessful Don't know

Gender



	Transgender	Non-binary	Prefer to self-describe	Prefer not to say	Male	Female
Very successful	0.00%	0.00%	0.59%	0.00%	1.18%	0.59%
Fairly successful	0.59%	0.00%	0.00%	2.35%	5.88%	14.71%
Neither successful nor unsuccessful	0.00%	0.59%	0.00%	0.00%	5.29%	7.06%
Fairly unsuccessful	0.00%	0.00%	0.59%	0.00%	4.12%	15.29%
Very unsuccessful	0.00%	0.59%	1.18%	1.76%	5.29%	16.47%
Don't know	0.00%	0.00%	0.00%	1.18%	3.53%	11.18%

Consultation Analysis: September 2020

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