

Epsom & Ewell Diversity, Equality and Inclusion Framework Survey

This report was generated on 07/12/20. Overall 146 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

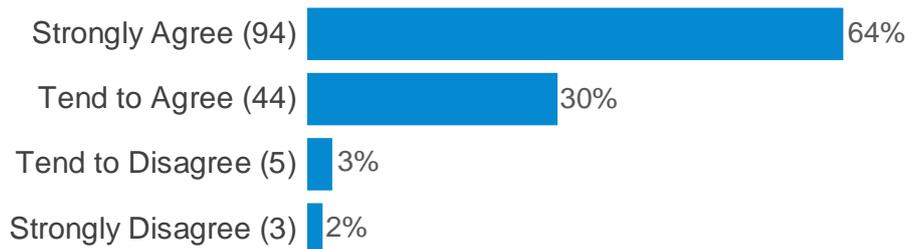
Are you...



If you are a private sector organisation/partner organisation please specify below

Surrey Lifelong Learning Partnership

Do you agree or disagree that this should be an Equality theme for EEBC?



What actions do you think we need to take to deliver this theme for the communities of Epsom and Ewell? Please specify below...

One suggestion is that initial interviews should be name blind. Age and gender are hard to conceal in a cv. Unconscious bias training should be compulsory for all HR personnel and team leaders and above (minimally).

Stop trying to make us feel guilty for being white and just treat everyone the same

Make the public, businesses and employers aware of the aims of EEBC and how they will be implemented and enforced.

Epsom & Ewell Diversity, Equality and Inclusion Framework Survey

What actions do you think we need to take to deliver this theme for the communities of Epsom and Ewell? Please specify below...

I understand there is no adult education available in Epsom. This would make adults feel included.

Fund groups and activities that bring communities together rather than funding groups and activities for specific groups within the community. Make funding contingent on the funded group demonstrating their inclusive activities.

There is growing evidence that non - contributory sections of the community are continuing to invade EEBC space and leave such areas as they inhabit in a disgusting state - e.g. the travelling community. Should these communities seek equality, then they should be positively encouraged to treat the EEBC environs with respect.

Inclusive language and opportunity

Outreach in deprived areas. Care for community.

Open up libraries as communities centres for maybe one day a week

Lots of publicity through mail drops and advertising

Include fairness for all in your organisation values, and train your staff to uphold these. Make sure senior people lead by example. Don't overdo it ... there's no point in favouring one group over another, just be fair to everyone.

Offering a variety of housing at different prices, including a variety of rented accommodation. Reopening the Wells Centre as a community centre for the local estate.

In a non-covid environment a world foods day etc could be fine or similar festival

I don't actually understand the question. The wording is not something I am familiar with.

You appear to have it covered now

I actually disagree with any scheme that discriminates against anyone be it black or white. it stands to reason that any scheme that favours one will discriminate against the other.

As I believe all people are equal then when choosing someone for a job, position you should choose on their ability and suitability for the job. Priority should not be given just because they are black, transgender etc. Best person for the job is the only way to go.

The Council should do what it is legally obliged to, no more.

This is about communication. Having spent a working life in a communication industry by far the best mechanism is by direct personal contact. (As with Covid - 19 it will not seriously improve until all individuals, what ever there age, take ownership of the problem)

More education for the public on the feelings, struggles and life styles of people of different races, religions etc. This could be done by interviewing residents and perhaps publishing in local magazines.

Call meetings throughout the borough so people can be educated so that they are able to follow the Equality Theme. This may require both classroom activities as well as open debate. I'm not sure what happens to people who fail to take on board the ideas/concepts?

During the early Covid lockdown, we have seen how adversity can bring communities together. Perhaps there is an opportunity to build on this - pls don't as me how !

From my experience there are no safety aspects for older people in the community. Government legislation is ignored and older people have to live in fear of harassment and intimidation from neighbours

Exercise care in using terms such as " Inclusive Communities " and "Community Cohesion" 1/ Should the objective not be "An inclusive" community?

Councillors should reply to communications sent from residents- in my experience this is often not the case. Residents should be involved in a meaningful way in any development initiatives- again this has not been my experience. The Council do not proactively help residents gain information - the onus is on residents.

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What actions do you think we need to take to deliver this theme for the communities of Epsom and Ewell? Please specify below...

The Council needs to articulate how they intend to achieve this. These need to be measurable so that Communities can see whether the Council is achieving or not.

Just treat everyone as you want to be treated yourself.

Diversity on council and ward representatives

Ensure that in house training is undertaken so that people contacting E & E Borough Council or using their services will be sure to be treated equally

Identify ethnic diversity in borough and identify ways to support and celebrate them i.e. religious, national holidays, language groups, festivals etc

I do believe that there is natural, unforced equality evolving since the 1950's when immigration began on a larger and broader scale. I myself was brought up in Balham, Clapham and BRIXTON. Whilst there were a few who found it difficult I know that most people welcomed all creeds, colours and religions with English politeness. This present move will hasten the integration and that is not a problem as long as it is merited by talent.

Just treat all people equally and fairly in all matters concerning the Council.

Encourage equality for all not just black people or any other group. Promote diversity and inclusion, educating people where appropriate. Be tough on discrimination of all forms. Have a diverse committee to implement this.

Greater accessibility for Disabled People - working more closely with Surrey Coalition of Disabled People.

Apply various criteria to all peoples

There are still citizens in the borough struggling with English Language. Perhaps we should have a volunteer system to help.

things like the round borough hike and bike setup cross sports clubs challenges e.g. to do a 5k run - so have all the local sports clubs, teams compete

Consult all the different communities within the borough. Communicate it. Monitor it Set achievable goals

I'm sure you are taking all necessary actions, don't go mad and spend too much time on issues that have not arisen, sometimes it's better to let people ask for services than supply the ones that are not needed

All individuals should be treated as same with due respect and dignity irrespective of the race or ethnicity of the person.

To give everyone equal chances within the basic standards of the country.

1. Leading by example 2. Reaching out into the community as an organisation and not leaving this matter to the politicians 3. Showing examples of what we are doing in practice (I can't think of anything we do beyond the letter of the law)

Epsom and Ewell Borough Council need to take steps to ensure that all sections of the community are being seen and heard; particularly actions to engage with hard to reach communities in the area. This could be done by engaging in community events with local organisations, for example hosting themed events around other religious celebrations so we can all have a better understanding of each other

make sure it's a working document and not just a piece of paper to be filed away. monthly meetings

Raising awareness of the different communities within Epsom and Ewell Encouraging representatives to share what makes Epsom and Ewell a place where their community can thrive Shine a spotlight on different communities and their contributions to the wider community

Bring communities together to celebrate differences through events

Information accessible to all so they have a sense of belonging and want to be a part of community

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What actions do you think we need to take to deliver this theme for the communities of Epsom and Ewell? Please specify below...

Clear communications which encourage inclusivity. Engaging with different people to understand what is important to them.

Just treat everyone the same

Insight article for all residents highlighting all the different communities that live in Epsom and Ewell; different religions, from different countries, etc and highlight how exciting that is. Do people know how diverse and interesting Epsom and Ewell is?

One example might be exploring how we communicate with non-English speakers. Surrey-i shows that Epsom & Ewell has modest sized communities of foreign nationals where some family members do not speak English or do not speak English as a first language. Where access to information is limited it may leave individuals dependent on others, which can sometimes raise issues of safeguarding and discrimination. This theme could also use an informed opinion which might be achieved by explaining what we mean by community cohesion.

Do more to bring people in the community together around issues that connect them - eg through citizens panels, prioritisation exercises at community events, supporting community action on ASB (eg litter picking), Participatory budgeting Reach out proactively to disadvantaged or hard to reach groups

Understand better the diversity within the community and actively seek input from all community groups representing this diversity

Publicising that the council takes a lead with its own workforce and HR policies , to the borough and communities Maintaining with the council's employment policies a diversity balance reflecting the wider borough ethnicity mix

Same opportunities for everyone.

We need to fully understand of whom our community is comprised so that we can ensure we fully support their needs. However we should not lose sight of the fact that all our residents must be treated equally. The aim is to put everyone on an equal footing not over support or over represent any particular group.

consultation and then listening to the responses and allowing these to inform policy

Before spending scarce time and resources developing can EEBC show that there is a problem in the area with inclusivity or cohesion?

Education through the dissemination of appropriate materials to everyone. Awareness of prejudice that has been directly at the minority group and also an understanding that often traditional and hateful ideals are not suitable in this age. i.e. Just because this was how it was historically done doesn't mean that it is appropriate in this modern age. Also the exploration that the values of being British should not be associated with colour, sexual orientation and mental or physical disabilities but instead the understanding that people are different.

Ensure that services are open to all who would qualify- irrespective of protected characteristics Foster good relations between interest groups that are specifically for those with protected characteristics

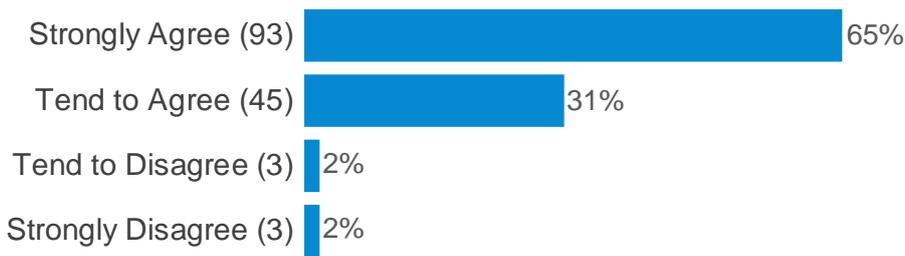
Research how others have developed their work to enable inclusive communities Meaningful consultation with representatives from the different communities in the borough to identify the challenges they face Adequate resources (not tagged on to someone's role)

Work together to achieve this.

Some form of awareness programmes that celebrate diversity.

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Do you agree or disagree that this should be an Equality theme for EEBC?



What actions do you think we need to take to deliver this theme for the communities of Epsom and Ewell? Please specify below...

- A wider range of communication to the community

- Important is to consider whether online activity only is accessible. For example the new SCC booking scheme for the recycling centre at Longmead might prevent some people from being able to attend.

- Ask large shops to provide at least one seat for elderly and infirm

- Make the public. businesses and employers aware of the aims of EEBC and how they will be implemented and enforced.

- Again regarding adult education within Epsom

- Make services accessible where ECONOMICALLY reasonable. You will lose public support if you use funding that is disproportionate to the few that might benefit.

- Awareness

- Accessibility is vitally important. Targeting people with needs.

- Advertise this in the Borough News

- Asking disabled people what is needed, finding funding to implement ideas.

- I don't actually understand the question. The wording is not something I am familiar with.

- As before

- I actually disagree with any scheme that discriminates against anyone be it black or white. it stands to reason that any scheme that favours one will discriminate against the other.

- More accessible services are a priority but this is not always practical.

- I dont believe there are any further steps that should be taken

- As theme 1

- Call meetings throughout the borough so people can be educated so that they are able to follow the Equality Theme. This may require both classroom activities as well as open debate. I'm not sure what happens to people who fail to take on board the ideas/concepts?

- The services and subjects of engagement must be relevant to the communities they serve.

- EEBC does not engage or support older people. EEBC needs to have a specific contact point for older residents who will listen to their concerns and assist them.

- Analyse carefully the balance between availability of services to all, or modifying delivery for those with special needs. I think, within reason, some set of defined service outcomes should be available to all, but delivered if necessary by differing mechanisms to ensure availability to all or as many as practicable.

- Again my experience has been negative when trying to engage with Councillors. Residents are told what is going to happen generally as a 'fair accompli' and there is a real lack of meaningful engagement or understanding of community issues and needs.

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What actions do you think we need to take to deliver this theme for the communities of Epsom and Ewell? Please specify below...

The Council need to ensure that all residents are able to see what they are trying to achieve. That is measurable so that the Council can show if they are achieving or not. Also ensure that all residents, inc those who do not have access to IT, have this available to them.

If people need services, they should be able to find them and know their needs will be at least serviced. People should be able to approach, not be actively identified as different

Publicise that the EEBC is an Equal Opps employer and take it further to ensure that communities know that. Various leaflets and booklets could state this and also explain what it means. Appoint a figurehead so that people know who to contact if they feel their needs are not met.

No comment

Accessible services for hidden disabilities such as social anxiety (currently categorised within Autism) Dyslexia etc.

Go into community/social groups and get the opinion on how to improve access and awareness of services

Being of the generation that welcomed natural integration I find the subject strange and slightly offensive

Find the best ways to communicate equally and fairly with everyone in the Borough.

Speak to people in from ethnic minorities in the borough to see what issues are being faced. Use that as the basis to form the strategy for the D&I committee

Again, in partnership with Surrey Coalition to coproduce

An international food and wine festival would be wonderful.

As my previous answer.

Not really sure what all this actually means, what's an equality theme anyway? Surely you have a set of standard policies that are applies not vague themes?

All individuals, should be treated the same irrespective of whether the person has a disability or not.

Everyone should be given equal opportunities.

asking the community!

engagement with hidden and harder to reach communities to determine their needs and shape the Council's service provision

include the views of young people. currently services such as police and social services are under represented

Understand how Council services are accessed by residents Ask residents what they think about the Council Create opportunities for residents to tell the Council what they think

In different media forms, emails , poster advert around town. Leaflets distribution.

Sensitivity to cultural differences in perception of support services. What is considered by some as 'support' may be considered as 'interference' by others. Meaningful staff training to enable understanding of these differences so that approaches can be adapted to encourage engagement. Recognising that hidden disabilities can be as debilitating as physical disabilities. Developing clear inclusive communications.

Ensure that the disabled, particularly wheelchair users have equal access availability.

Communication on all the many varied services we provide.

Not only is accessibility a requirement under law it is also a crucial pillar of channel shift to digital services. Without sufficient adoption this council will struggle to make service transformation pay for itself. All future services should be designed with an accessibility first approach. We should explore which groups might be excluded or disadvantaged by inaccessible services and engagement.

What actions do you think we need to take to deliver this theme for the communities of Epsom and Ewell? Please specify below...

Use new technology to make meetings more accessible to residents but ensure open to all groups eg those with hearing impairments Invest in town hall to make it an accessible hub for all including those with disabilities

Ensure all decisions on services, however small, consider the diverse community

making the council services as accessible and widely publicised to all sectors of the community using as wide and as diverse a means including both online social media, published media and in person (post Covid)

Don't exclude anyone from anything unless there is a good reason to do so.

We should aim to ensure all our community are equally represented on the Council, in the Council workforce and can reach and enjoy all Council services. However we should be for instance supporting help with learning English rather than printing all publications in other languages. The aim should be equal accessibility of serves not an inferior nor a superior accessibility.

Equality of opportunity can be helped by consultation but also by allocating financial and other resources, consultation by itself is not sufficient.

Can EEBC demonstrate there is currently a problem with this in the area?

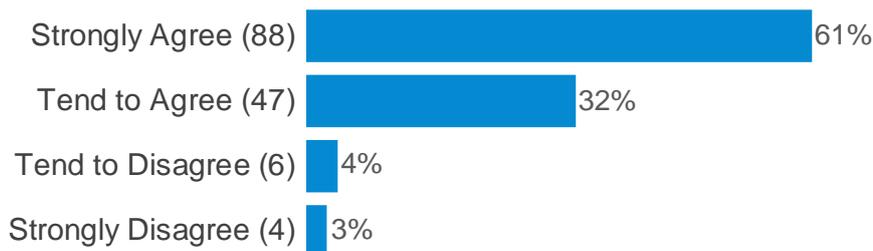
Having a workforce that is inclusive because there will be an understanding in how the council should communicate with certain groups. Also, engagement with grass roots and recognised organisations that can explain what is right and wrong. Politics should not be involved especially if the party's interests outweighs community benefit. It's like cancer that spread and is difficult to treat.

Ensure that, where adaptation is practical, all our buildings have appropriate access and facilities Letters should be 14 font size Have hearing loops etc available for meeting with public

consultation with people with differing needs to identify the challenges they face engaging with the different communities engaging with the voluntary sector

Ensure that everyone is treated equally and any barriers removed.

Do you agree or disagree that this should be an Equality theme for EEBC?



What actions do you think we need to take to deliver this theme for the communities of Epsom and Ewell? Please specify below...

Same response as for theme 1.

Make the public. businesses and employers aware of the aims of EEBC and how they will be implemented and enforced.

Whilst I support inclusivity, I do believe that people should be employed on their individual merits in relation to the role and hiring should not be driven by artificial targets set by the authority.

Development of advertising for job

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What actions do you think we need to take to deliver this theme for the communities of Epsom and Ewell? Please specify below...

As before

Monitor this and report back to the community

This should be covered by businesses not EEBC

I don't actually understand the question. The wording is not something I am familiar with.

Again as before

Best person for the job regardless of colour, ethnicity etc.

i dont understand how this relates to the community

As theme 1

Call meetings throughout the borough so people can be educated so that they are able to follow the Equality Theme. This may require both classroom activities as well as open debate. I'm not sure what happens to people who fail to take on board the ideas/concepts?

This is a no-brainer and a hearts and minds job rather than good words. People need to feel good about each other as well as themselves. I think we all need to understand the reasons for anti-social or discriminatory behaviour. In many cases I believe it's unintentional to begin with but positions become entrenched and resolute persistence becomes a matter of pride for those involved.

As previously stated older people are either ignored or not treated with respect and dignity

Output specifications for the workforce may have to be qualitative ranges rather than simply quantitative.

As before. Ensure this is measurable and accessible to all, inc those without IT access.

All work positions should be open to all. That simple

As outlined in my previous comments. Training is vital.

EEBC to attain Disability Confidence Level 3 status if not already attained. For lower skill base roles, shift balance of employment contracts offered back towards recruitment against sustainable contracts for employees, rather than gig economy style/ Agency based temp or self employed recruitment - providing for workplace security of tenure and financial protections. E.g. Some roles require initial training to be undertaken without payment. Proactive recruitment of all age Apprentices into EEBC Embedding offer for employees to enrol on "pay deducted" Credit Union saving schemes Increased use of DWP Work Trials Scheme; Access to Work applications - embedded early on in recruitment practices EEBC Business Awards to include the above practices as essential minimum requirement in all businesses competing/chosen as winners, across all categories of Award. EEBC Planning; Legal and Purchase and Supply teams to include requirement for above recruitment and employment practices to be essential working practices embedded in chosen Contractors; Suppliers etc.

Incorporate borough, country and national wide campaigns on diversity and inclusion. Maybe get guest speakers from initiatives and host a lunch and learn or workshop to learn more

ALL employment should be on merit and talent regardless.

Opportunity for everyone and not just certain group

Treat every employee equally and fairly and try to select employees on a fair and equal basis.

Remove names from cv's/job applications so minorities are not identified and sifted out during recruitment process. Have a BAME working group at EEBC

Get into the schools and find out what is being done to teach confidence.

Examine employment conditions Look at recruitment policies Look to recruit from within the borough. Provide assistance to minority or disabled applicants

Ensuring publicity to the community through the existing means.

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What actions do you think we need to take to deliver this theme for the communities of Epsom and Ewell? Please specify below...

Every person should be treated as an equal irrespective of race, age or how they speak, (with different accents).

We should be fair to all and treat everyone the same. There's a view among the staff that some colleagues in a minority groups are able to get away with behaviours that others can't as the council is too afraid to call this out. It is also obvious that for a local authority we have a lot fewer staff from minority backgrounds than comparable organisations. while I do not advocate positive discrimination, we have to ask why.

a diverse workforce is a strong workforce; think about where job vacancies are advertised

make sure you have trained workforce rather than token workforce

Raise awareness amongst staff of EDI issues Create a culture where diversity and inclusion are valued Encourage staff to talk openly about EDI issues and how it affects them

Who ever is best for the job colour or race shouldn't come into it. Good to see a diverse workforce but always employ those who are best for the job.

Unconscious bias training for recruiting officers. Diversity principles should be embedded into all policies rather than being an 'add on'.

Where possible.

Highlight to members of staff through good communication how varied our workforce is. Ask people for ideas on how to educate each other about their interests, beliefs and way of life.

Has training in unconscious bias been considered? Worth a look. Revisit diversity nomenclature, eg BAME is outdated and often felt to be a catch all label.

Actively seeking applicants for new roles from diverse population and ensuring there are ways of diverse groups within the workforce can be heard

Include more work experience opportunities for people with Learning disabilities

As in my first statement

Equal opportunities regardless of race, religion, sexual orientation etc. However, please avoid positive discrimination - hire the best individual for the job!

Our work force should reflect those in the community it supports so should be appropriately diverse. I have concerns about quotes because this can lead to discrimination against a person who is the best candidate for the job. However measures should be put in place to ensure applications come in from all parts of the community and recruitment is fair and equal.

Not exactly sure what "Workforce Inclusivity" means in detail, but I feel that the Council should employ people who are best able to do what is required in the related job discrimination, rather than employ someone for a non work related characteristic.

I can't comment on this one, I'm retired.

I imagine there are already lengthy procedures to be followed in recruitment and staff management. Is there evidence these are failing?

Not all candidates speak perfect English or understand how things are traditionally done. There need to be an openness for change and being patient to let your workforce grow and learn. Be a council that is actually caring and loving of everyone but be prepared to step in when things are wrong.

It can be difficult to evaluate different jobs to ensure equality - but those undertaking the same jobs, with the same experience and performance records should be treated equally.

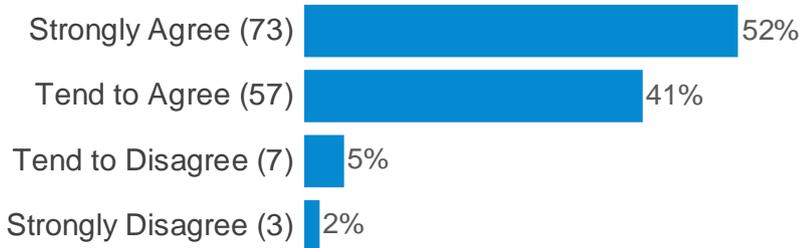
Mapping if the staff adequately reflect the diversity of the borough check all the processes eg recruitment, promotions etc. Learn what other organisations have done which has made a difference Survey the staff

The theme speaks for itself. We need to reflect the diversity of our local residents.

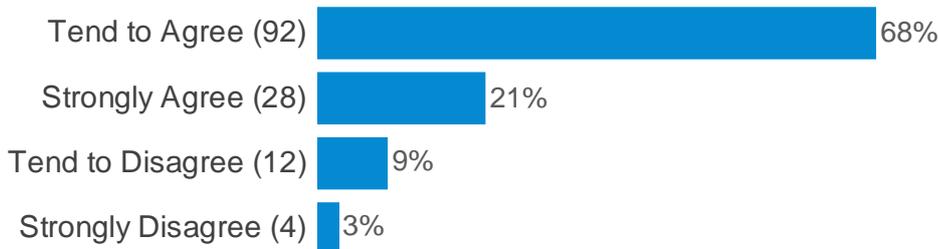
What actions do you think we need to take to deliver this theme for the communities of Epsom and Ewell? Please specify below...

Inclusively is important. However, it should not compromise merit based decisions.

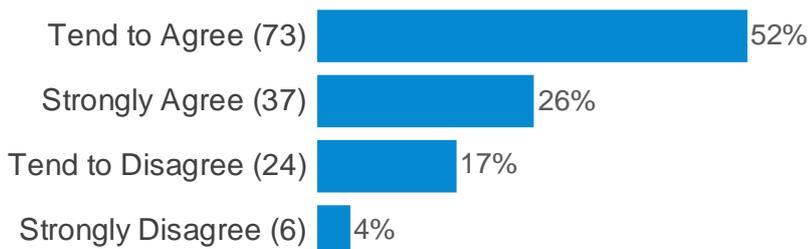
Overall, do you agree or disagree that the EEBC Equality Objectives are: (Appropriate)



Overall, do you agree or disagree that the EEBC Equality Objectives are: (Achievable)



Overall, do you agree or disagree that the EEBC Equality Objectives are: (Going to make a difference to the people of Epsom and Ewell)



Is there anything else that you feel should be an Equality theme for Epsom & Ewell Borough Council?

Nothing

No

Be sensible about it ... don't go overboard. Be fair to all but don't discriminate positively or negatively with any group.

Monitoring racial imbalance in action undertaken by local police

Need to be careful not to waste time/resource on areas that are not really a focus for the Borough, Equality is a good principle and underpinning theme, but should not over evaluate the approach

I don't actually understand the question. The wording is not something I am familiar with.

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Is there anything else that you feel should be an Equality theme for Epsom & Ewell Borough Council?

No

No

All children should have equal opportunities

Modern society has more opportunity than ever before. Continue with this.

The Council can only create an equal opportunity environment.

The Council serves an extraordinarily diverse public both in terms of age and background as well as wealth and occupation. One-size fits all is not a way forward and I believe that you need to break it down into manageable chunks with measurable outcomes. Inevitably, prioritisation of quick wins will mean some of the more difficult topics will be neglected, but visible progress in a small number of areas will act as stimulus and encouragement to go after some of the more difficult targets.

Equality can not be achieved when if a member of the public makes a complaint decisions are made by one person

not sure

Opportunities to provide/receive a service/benefit should be open to all. Quality of expected and actual outcomes should be agreed by receiver of service and provider of service before and after delivery. Collaboration during specification and delivery of service is desirable, with a range of reasonable options/choices for delivery mode and outcomes.

Whilst I agree with the objectives my experience has been that lip service is paid to published objectives. The reality is Councillors often dont respond to legitimate communications and residents aren't included or consulted in a transparent manner. This leads to a lack of faith and trust in decisions made behind closed doors.

No

Already said.

I do not have a full informed opinion to know what else could be delivered

Ensuring that this reaches out across all generations.

I can't think of anything

All lives matter

AS I say having been brought up in Balham, Clapham and Brixton where my sisters still live WE naturally mixed and socialised with everyone after the war . There were a few who felt threatened that their lively hoods etc would be threatened but nearly everyone dint make it an issue. I realise now that times and minds have changed but I am not sure that anything forced is a good way to conduct the natural progress.

Try not to judge people on their looks - e.g. physical attraction, dress sense, hairstyle.

All eating places should be accessible to wheelchair users. The Amazon, although closed could not accommodate wheelchair users.

Within the council itself which is a workplace - how is a career in local government achievable? Why does it matter? And our university - how many kids from local schools get in?

Making access to events/clubs/swimming cheap to encourage mixing

No.

None

In the "Marital status" box there should be a box to indicate whether you are a "Widow" or a "Widower". I am a "Widower" and you have assumed that I do not exist!

It is all very worthy, but (as a older white male) it all seems a bit bureaucratic. Hard to see how it relates to the world outside of the council offices.

Is there anything else that you feel should be an Equality theme for Epsom & Ewell Borough Council?

I have a nasty suspicion this whole thing is a box ticking exercise - if we want to do something positive we should be doing some proper engagement, have proper resources and some ambitious measurable targets - eg x% staff members from BAME backgrounds in x years

share information fairly and equally.

Teaching scheme for youths so they learn that there can be equality.

Treating all customers with equal respect. Too often I hear residents who approach the council for help are met with poor attitudes from staff, almost as if they are unnecessary nuisance, who do not deserve to be helped. On several occasions the attitude is one of complete indifference, I refer to the housing and benefits department in the main. Clearly a training need identified here.

Greater interaction/engagement (post Covid) of the community in and around the town centre.

No

It would be helpful to qualify what we mean by the terms in the framework.

This is a good start - there should be a cycle of regular reviews to check appropriateness to the current situation and ever changing community

Middle aged white men are in danger of being discriminated against. Be careful the pendulum does not swing too far!

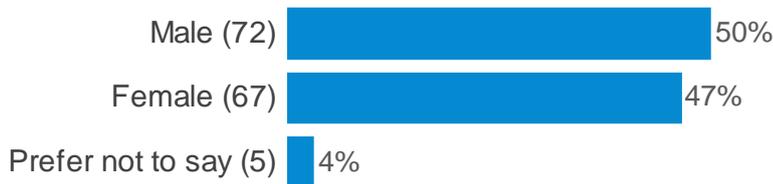
Ensuring wherever we can that the Police are treating all members of the community equally and fairly within the the Borough.

you have no specific targets or policies for racial inclusion and equity? I think we should have these.

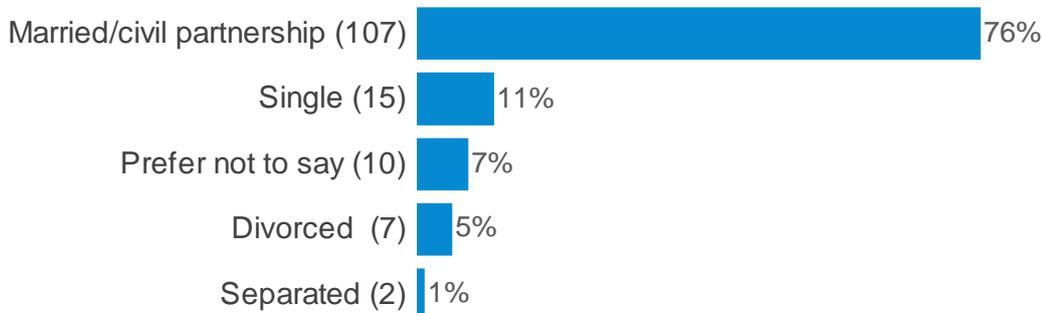
No. I believe EEBS should just focus on service delivery and continuous improvement.

No although the work may identify others as it progresses

Are you ...

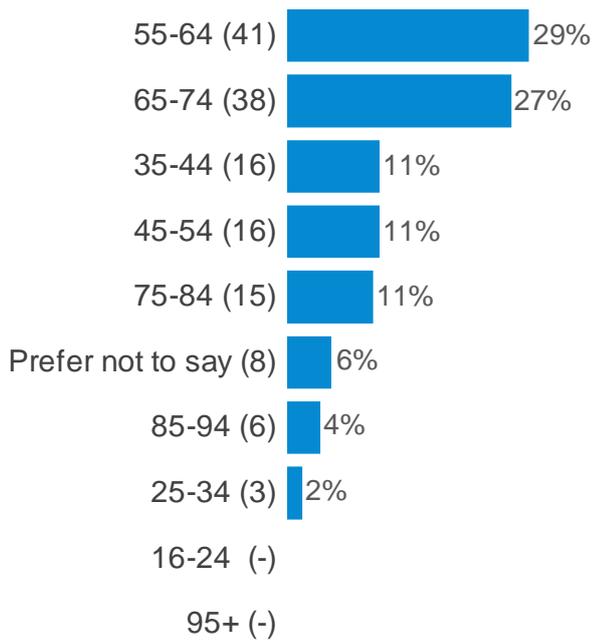


Which of the following best describes your marital status?

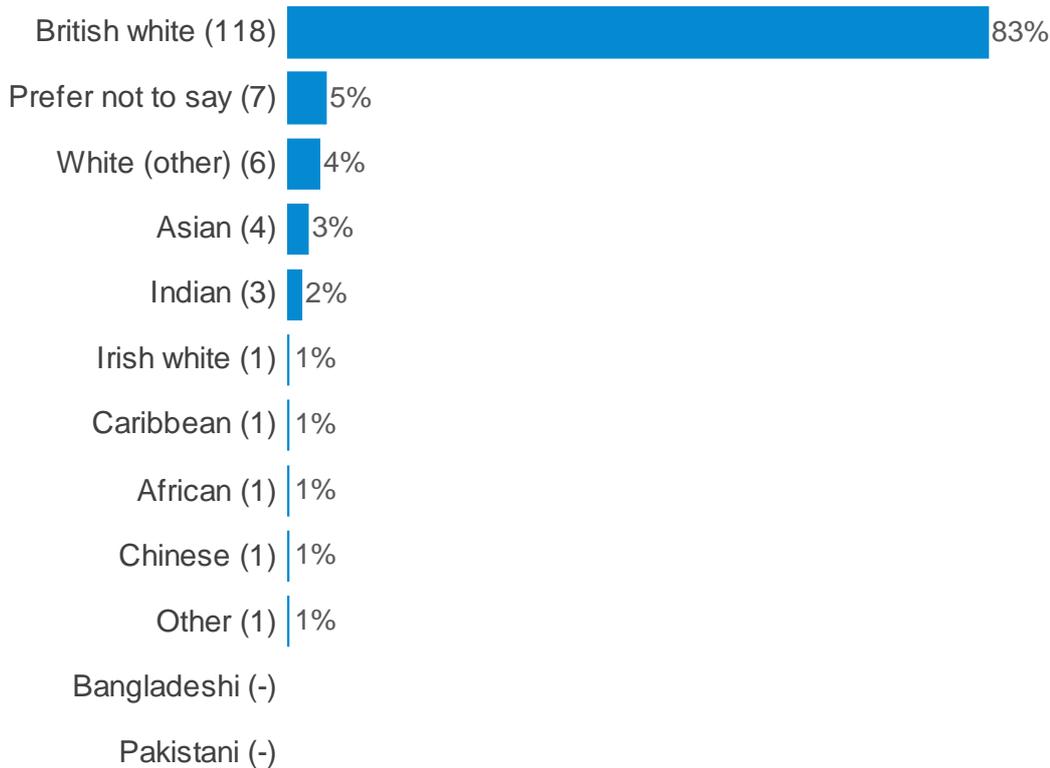


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How old are you?



Ethnic Group

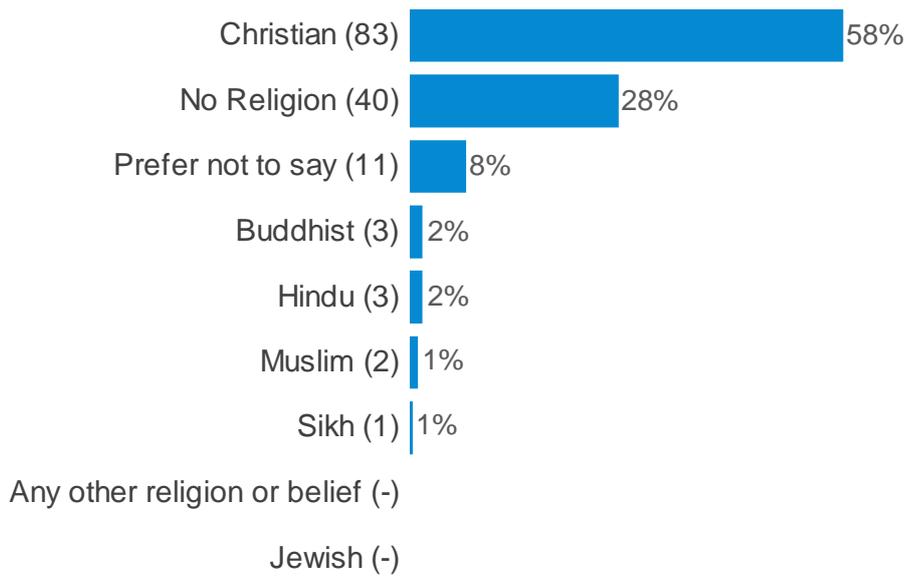


If other, please state:

Latin American

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Religion or Belief



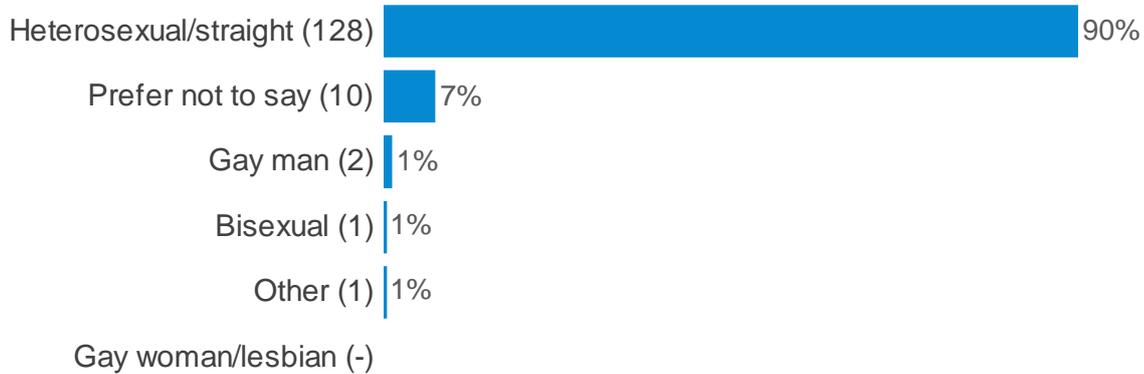
Is your gender identity different from the sex you were assigned at birth?



Do you identify as a... (please tick all that apply)



Sexual Orientation



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Have you been pregnant and/or on maternity leave in the past two years?



Do you believe you have a disability according to the Equality Act?

