



## **Hart Equality and Diversity Information 2021**

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## Introduction

Our vision for Hart is a district that appreciates and celebrates its diversity, challenges intolerance and discrimination, and positively promotes equality and community cohesion.

To improve our understanding of local communities, better target our services to suit people's needs and inform projects and service provision in the local area, we have collected general equality and diversity information about the characteristics of the local population and our service users including: gender, age, race, disability, sexual orientation, religion or belief or lack of belief, transgender status, marriage and civil partnership, pregnancy and maternity status.

It also provides general information on deprivation, health inequalities and unemployment.

The council is also required to publish this information annually as part of the specific 'Public Sector Equality Duty', which forms part of the Equality Act 2010.

Our Corporate Equality Policy and Objectives can be found at [www.hart.gov.uk/corporate-policies](http://www.hart.gov.uk/corporate-policies).

## 1 - Understanding Hart's communities

This section provides a profile of Hart's communities in relation to each of the nine 'protected characteristics' defined in the Equality Act 2010, as well as low income and unemployment.

Hart is a largely rural district situated in North Hampshire.

In 2020, (mid-year population estimates in June 2020) the total population of Hart was 97,608 people this is an increase of 5 % (4,649) since 2013. The main driver of Hart's population change was Internal Migration Net (people into/away from the area within the UK).

The total population change in Hart for the year to 2020 was 535 people.

- Natural change (births - deaths) accounted for 128 people.
- Net internal migration accounted for 235 people.
- Net international migration (people immigrating/emigration into/out of the UK) accounted for 34 people. An decrease in immigration (down 324) and an increase in emigration (up 290) have both contributed to the decrease in net international migration compared to that seen in the year to mid-2019.
- Other migration factors accounted for 138 people.

Source: <https://lginform.local.gov.uk/>

The following provides more detail about the nine 'protected characteristics' which are:

- Age
- Disability
- Race
- Sex
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Religion or belief (or lack of belief)
- Sexual orientation

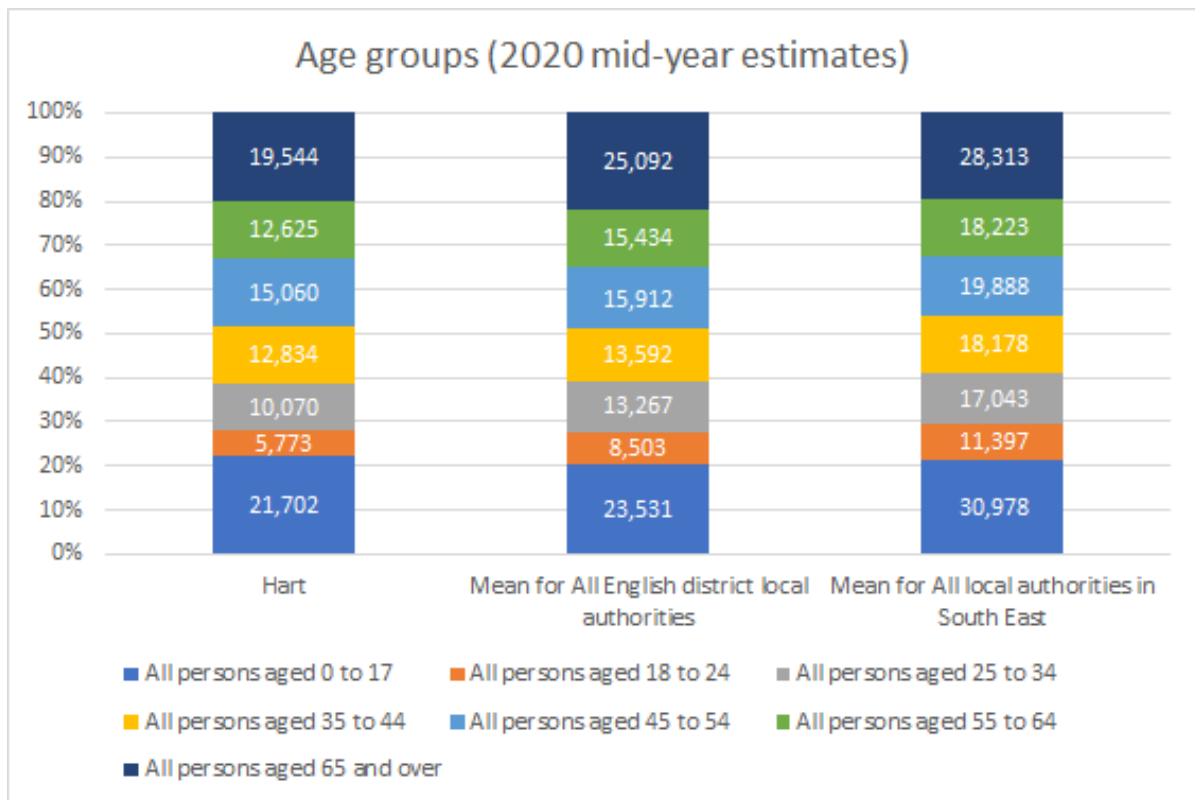
## **Age**

Of the 97,608 people in Hart, 22.2 percent (21,702) are children aged under 18, 57.7 percent (56,362) are adults aged 18 to 64 and 20.0 percent (19,544) are aged 65 and over; 2.7 percent (2,659) of the resident population are 85 and over.

Hart has an old age dependency ratio (working age population: over 65 population) of 33.3 per 100 working age population which is the 23rd lowest out of 51 Districts in the South-East region and 70th lowest out of all Districts authorities in England.

The chart below shows that the district has:

- a higher proportion of people aged 0-17 and 45-54 compared to the mean for all local authorities in England (reflecting the presence of a higher proportion of households consisting of a married couple with dependents).
- a lower percentage of people aged 18-24 and 25-34 than both the South-East mean and English mean (probably reflecting the absence of a higher education institution in the district).
- a slightly lower percentage of people aged 65 and over compared to the English mean, but in line with the South-East mean.



Source: <https://lginform.local.gov.uk/>

Since 2016, the population age profile changed as follows:

- The population aged 0-9 decreased by 2%
- The population aged 10-19 increased by 8%
- The population aged 20-29 decreased by 5%
- The population aged 30-39 increased by 2%
- The population aged 40-49 decreased by 3%
- The population aged 50-64 increased by 11%
- The population aged 65 and over increased by 13%
- The population aged 85 and over increased by 25%

Source: [www.nomisweb.co.uk](http://www.nomisweb.co.uk)

## Disability

The latest available Census data from 2011, together with more recent claimant counts for key benefits and allowances, provide an indication of the numbers of people in the borough who are disabled or of poor health.

Disability statistics:

- At 2011 Census, 12% of Hart residents had a long-term health problem or disability which limited their day-to-day activities. This is lower than Hampshire (15.8%) and the South-East (15.7%)
- For 4.5% of Hart residents day-to-day activities were limited a lot. Again, this is lower than for Hampshire (6.7%) and the South-East (6.9%)
- 15% of Hart residents aged 65 and over (2,244) described themselves as having a long-term health problem or disability which limited their day-to-day activities a lot
- 4.8% of females described themselves as having a long-term health problem or disability which limited their day-to-day activities a lot, compared to 3.7% of males
- 8.9% of all usual residents in households in Hart (7,943) provided unpaid care at Census 2011, 24% of these residents (1,919) were aged 65 and over. This is lower than Hampshire (10.1%) and the South-East (9.8%).
- 1.4% of all usual residents in households in Hart (1,282) provided 50 or more hours unpaid care a week, 39% of these (505) were aged 65 and over. This is lower than Hampshire (2.0%) and the South-East (2.0%).

Source: Office for National Statistics, Census 2011

Benefits and allowances:

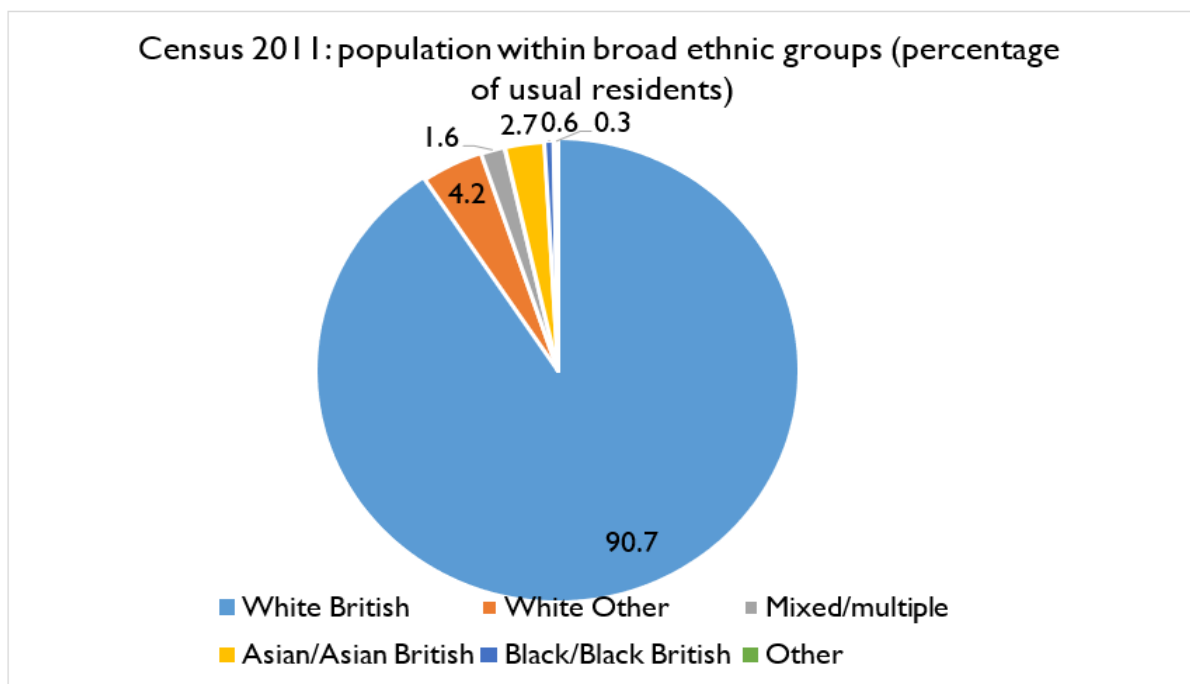
- 1.3% (1,237) of Hart residents were entitled to Disability Living Allowance (DLA) at Quarter 3 of 2020/21. This includes both the number of people in receipt of an allowance and those with entitlement where the payment has been suspended, for example if they are in hospital. The value for Hart is lower than the Hampshire and South-East average.
- Personal Independence Payment (PIP) is gradually replacing Disability Living Allowance (DLA) for eligible working age people aged 16 to 64. 1.5% (1,490) of Hart residents were claiming Personal Independence Payments (PIP) in April 2021. This is lower than the Hampshire and South-East average.
- 8.7% (1,692) of Hart residents aged 65 and over are entitled to attendance allowance. This includes people who are in receipt of an allowance and those with entitlement where the payment has been suspended, for example if they are in hospital. This is the lowest level of all Hampshire districts (data from Quarter 3 of 2020/21).

- 1% (1,056) of Hart residents were claiming Employment and Support Allowance (ESA) at Quarter 3 of 2020/21. This is lower than Hampshire and the South-East.
- 0.9% (866) of Hart residents were claiming Carer's Allowance at Quarter 3 of 2020/21.

Source: <https://lginform.local.gov.uk/>

## Race and ethnicity

The latest available Census data provides a comprehensive picture of the race and ethnicity of residents in the district at 2011. More up-to-date data is not available.



- The majority of residents (82,534 or 90.7%) described themselves as White British. This is slightly lower than in Hampshire as a whole (91.8%) but higher than the South-East (85.2%).
- White Other (including Irish, Gypsy or Irish Traveller, and Other White) was the next most common ethnic group (3821 or 4.2%), followed by Asian or Asian British (2448 or 2.7%).
- At the time of the 2011 Census 273 people (0.3%) in Hart described themselves as being from the Gypsy or Irish Traveller ethnic group. This proportion is higher than any other Borough or District in Hampshire (although the largest number of Gypsies and Travellers is in the New Forest) and almost double the proportion in the South-East.

- Since 2001 the population has become slightly more ethnically diverse. The largest increase (both in terms of percentage and actual numbers) has occurred in the Asian/Asian British population where there has been an increase of 1,313 people or 188% (700 people in 2001 and 2013 people in 2011). This could in part be due to definitional changes between the 2001 and 2011 Census whereby the Chinese ethnic group moved from “Other” to “Asian”. With the exception of the Mixed/multiple ethnic origin group which increased roughly in line with projections, all other ethnic minority groups have increased more slowly than projected.
- Black, Asian and Minority ethnic group residents in Hart are of a younger working age than the white population.
- There is a higher proportion of Black, Asian and Minority Ethnic group residents in the Blackwater, Long Sutton, Ewshot and Fleet areas of the district.
- Residents from non-white ethnic groups more often reported working in professional, caring, and elementary occupations whilst white residents more commonly worked in senior official, technical, administrative, or skilled trades. Elementary jobs are categorised as the lowest skilled type of occupation. 5% of Asian/Asian British residents in the Hart district work in an elementary occupation, 4% in customer services and 3% in caring/leisure occupations.
- Residents from non-white ethnic groups more frequently reported working in the service industry (hotels, restaurants), followed by transport/communications and manufacturing sectors. In the Hart district 4% of the Asian /Asian British community worked in the service industry sector, 4% in the transport/Communications industry and 2% in education or health.
- A higher proportion of the white population own their own homes compared with the other ethnic groups, and the black population are more likely to live in rented homes.
- Data for the Hart district suggests that overcrowding is more prevalent in Asian/Asian British households – where 12.1% of these households have an occupancy rating of -1 or less (an occupancy rating of -1 implies that a household has one fewer room/bedroom than required).
- Data from the 2020 Hampshire County Council school census shows that there were approximately 83 other languages spoken by children and young people within Hart. The 15 most common are listed below:

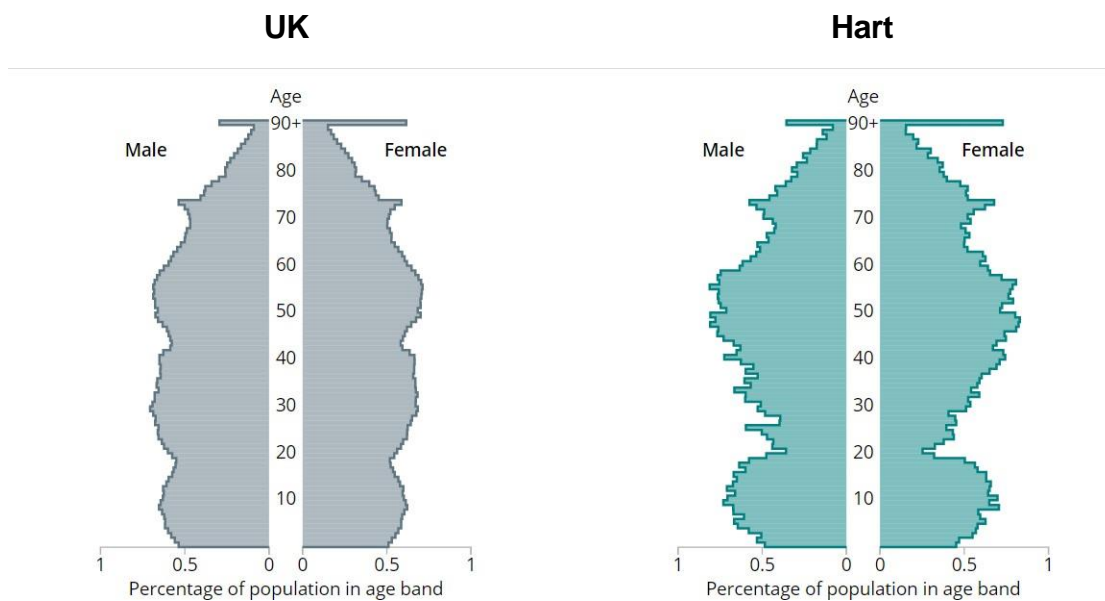
Language Description (top 15)	Number of Pupils
Polish	81
Nepali	55
Romanian	39
Portuguese	36
Spanish	35
Chinese	34
Tamil	34
French	31
Russian	29
Hindi	28
Arabic	24
Hungarian	20
Afrikaans	20
Italian	19
Bengali	17

Source: Hampshire County Council school census 2020

## Sex

The latest official Mid-Year Estimates for 2020 indicate that the Hart population consisted of 48,200 males (49%) and 49,400 females (51%).

The chart below shows the age distribution of males and females in the UK and Hart district. Between the ages of 17 and 25, the proportion of males in Hart is greater than that of females. For ages 65 and over, the proportion of females is greater than that of males.



Source:

[www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates](https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates)

## Gender reassignment

Gender reassignment is defined by the Equality and Human Rights Commission as 'the process of transitioning from one gender to the other'. The more commonly used term, 'transgender', is an umbrella term for people whose gender identity and/or gender expression differs from their birth sex.

The Gender Identity Research and Education Society published 'Gender Variance in the UK' in June 2009. This report estimates that the prevalence of those that have 'presented' with gender dysphoria in Hampshire is 25 per 100,000 people. Using this prevalence, it is estimated that the number of people aged 16 and over that have 'presented' with gender dysphoria in Hart may be around 20 people (rounded to the nearest 10 people).

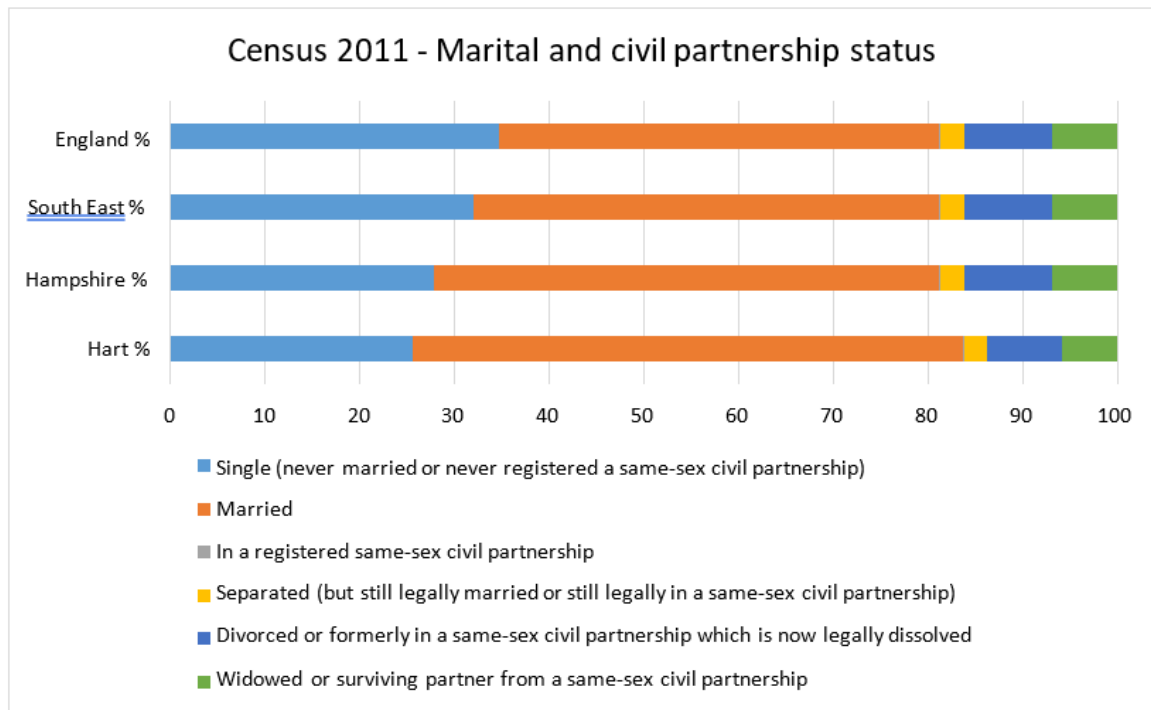
The Gender Identity Research and Education Society created a quick guide to monitoring in 2015. This stated that:

"Before starting to monitor, organisations may estimate the number of gender nonconforming employees and service users, based on the information that GIREs assembled for the Home Office and subsequently updated: gender nonconforming to some degree (1%); likely to seek medical treatment for their condition at some stage (0.2%); receiving such treatment already (0.03%); having already undergone transition (0.02%); having a GRC (0.005%); likely to begin treatment during the year (0.004%). The number who have sought treatment seems likely to continue growing at 20% per annum or even faster. Few younger people present for treatment despite the fact that most gender variant adults report experiencing the condition from a very early age. However, referrals for treatment of young people are growing even more rapidly (50% p.a.). Organisations should assume that there may be nearly equal numbers of people transitioning from male to female (trans women) and from female to male (trans men)."

By applying these percentages to the Hart population aged 16 and over (people), it is estimated that 770 people may be experiencing some degree of gender variance, 150 people may seek medical treatment for their condition at some stage, 20 people may be receiving such treatment already and 10 may have undergone transition (all numbers rounded to the nearest 10 people).

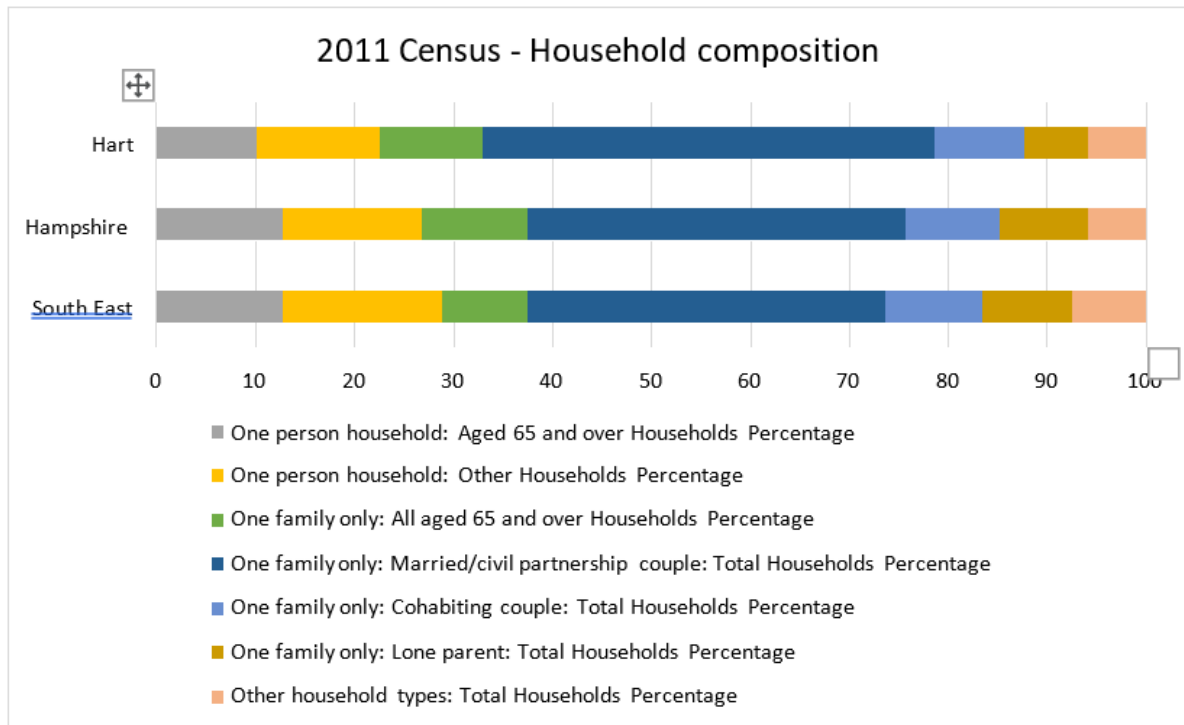
## Marriage and civil partnership

The latest available data on marital and civil partnership status for residents aged 16 and over is that recorded in the 2011 Census:



- Of the 72,681 Hart residents aged 16 or over in 2011:
- 25.6% (18,599) were single (never married or never registered a same-sex civil partnership); lower than the averages for Hampshire and South East England
- 58% (42,320) were married; higher than the averages for Hampshire and South East England
- 0.1% (107) were in a registered same-sex civil partnership; half the averages for Hampshire and South East England
- 2.2% (1571) were separated (but still legally married or still legally in a same-sex civil partnership); lower than the averages for Hampshire and South East England
- 7.9% (5758) were divorced or formerly in a same-sex civil partnership which is now legally dissolved; lower than the averages for Hampshire and South East England
- 6% (4326) were widowed or surviving partner from a same-sex civil partnership; lower than the averages for Hampshire and South East England

## Household composition

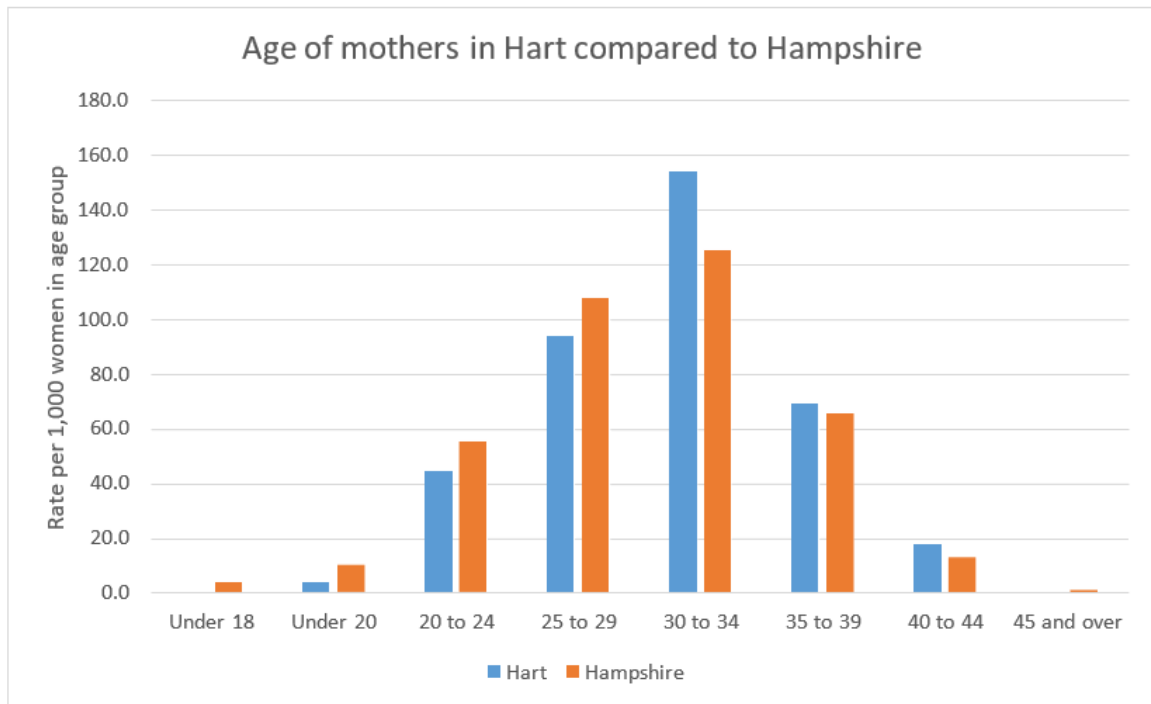


- Of the 35,510 District households in 2011:
- 22.4% were one-person households; lower than for Hampshire and South East England
- 10.5% were one person households aged 65 and over; lower than Hampshire and South-East England
- 10.3% had more than one occupant where all occupants were aged 65 and over; in line with Hampshire but higher than South-East England
- 45.7% were married or same-sex civil partnership couple households; higher than Hampshire and South East England
- 9.1% were cohabiting couple households; slightly lower than Hampshire and South-East England
- 6.7% were lone parent households; lower than Hampshire and South-East England

## Pregnancy and maternity

In 2020, the number of births decreased by 897 compared to the previous year (part of a continuing downward trend).

The age of mothers in Hart is higher than in Hampshire as a whole as illustrated by the chart below (based on 2016 data).



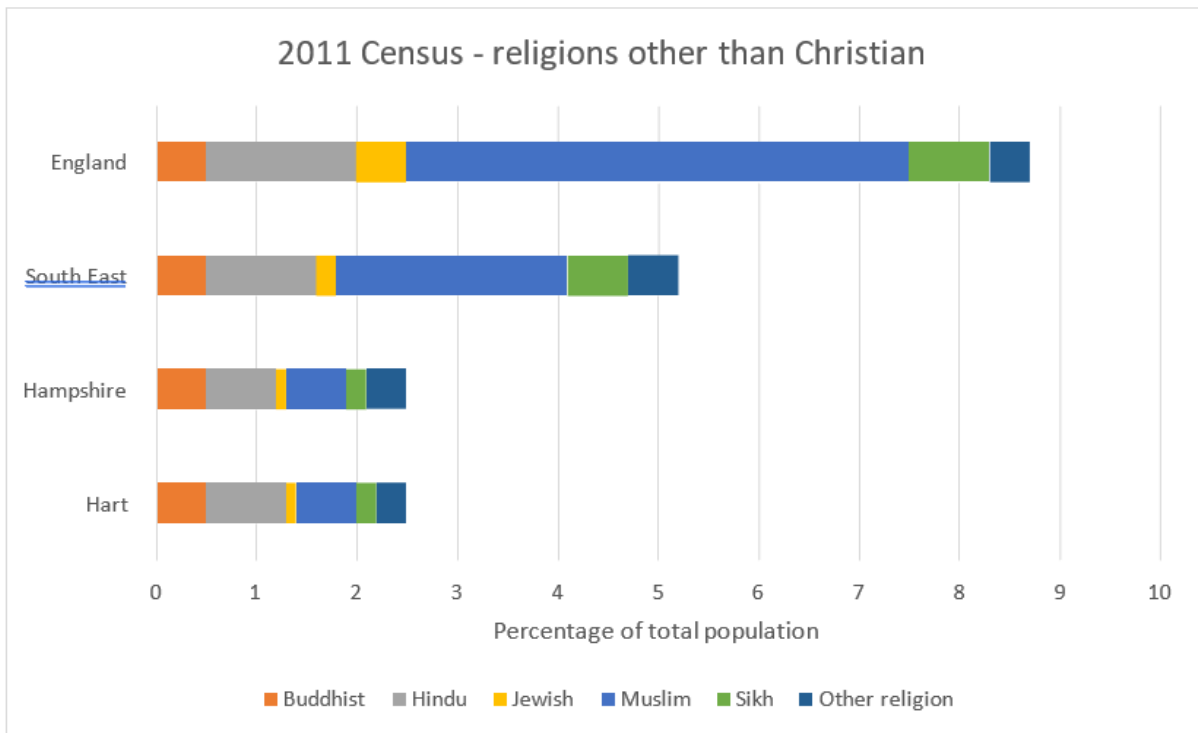
Source: Office for National Statistics, *Births by mothers' usual area of residence in the UK*.

[www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/livebirths/datasets/birthsbyareaofusualresidenceofmotheruk](http://www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/livebirths/datasets/birthsbyareaofusualresidenceofmotheruk)

## Religion or belief (or lack of belief)

The 2011 Census provides the most recent comprehensive data available on religion and belief in the UK. 64.6% of Hart residents who responded to this question were Christian, compared to 62.4% of Hampshire residents.

With regards to religions other than Christian, those found most commonly in Hart are set out below:



The second most common religion in Hart was Hindu at 0.8%, which is similar to findings for Hampshire as a whole.

25.8% of respondents stated they had no religion and 7.1% did not state their religion at all.

## Sexual orientation

This term refers to whether a person’s sexual attraction is towards their own gender, the opposite gender or both genders. Currently, there is no reliable data on the numbers of Lesbian, Gay and Bisexual (LGB) residents within Hart. However, the latest release (2018) of the Office for National Statistics Annual Population Survey, published in March 2020, indicated that **2.3% of the UK adult population identified themselves as LGB**. This figure may underestimate the true figure as a further 2.5% stated that they ‘Don’t know’ or refused to answer the question, and another 0.6% stated other.

In the same survey 2.2% of respondents in the South-East identified themselves as LGB, 2.4% stated ‘Don’t know’ and 0.5% stated ‘other’. The council is not aware of any data to indicate that Hart is likely to differ from the regional average. On this basis and incorporating the 0.3% (Gay or lesbian) and 0.3% (bisexual) confidence interval published with the data, it is estimated that at least 1,500 district residents aged 16 and over would describe themselves as LGB but the number could be nearer 1,900.

## Low income and unemployment

The Covid-19 pandemic has had a profound impact on employment, income and wellbeing for many people and has exposed and exacerbated inequalities within society in the UK.

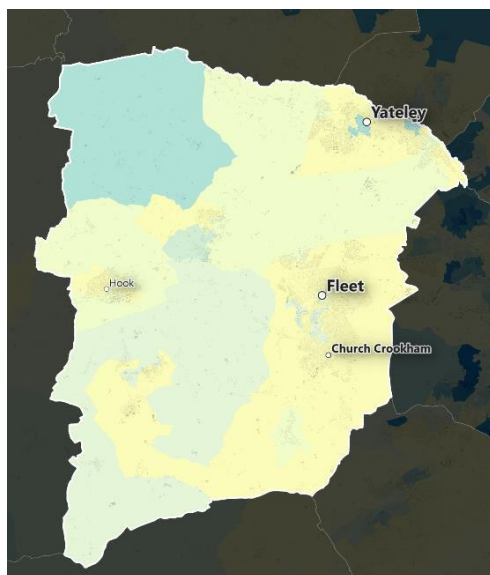
In July 2021 Hart District Council published its [Supporting Communities Plan](#) which brings together insight about some of these impacts and inequalities. The Plan also sets out the Council's priorities, partnerships, and projects in support of three aims:

1. To support communities to recover from the impacts of the pandemic
2. To better understand and tackle social and health inequalities
3. To nurture safe, supportive, and inclusive communities

The data highlighted below can be used alongside insight presented in the Supporting Communities Plan to build a picture of low income, unemployment and wellbeing in the district.

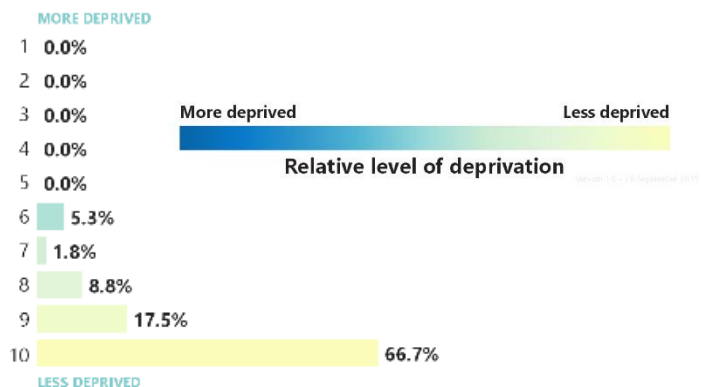
### Indices of Deprivation

- The English **Indices of Deprivation 2019** (ID 2019) indicates that Hart is the least deprived English district local authority.
- The map below shows levels of deprivation for Lower Super Output Areas (LSOAs) in Hart. LSOAs have an average population of just under 1,700 people. The colours on the map indicate the deprivation decile of each LSOA for England as a whole, and the coloured bars indicate the proportion of Hart LSOAs in each of these deprivation deciles.



### Local deprivation profile

% of LSOAs in each national deprivation decile



Source: [www.gov.uk/guidance/english-indices-of-deprivation-2019-mapping-resources](http://www.gov.uk/guidance/english-indices-of-deprivation-2019-mapping-resources)

- The Indices of Deprivation score incorporates a range of measures some of which are detailed below:

- **Income Deprivation:** measures the proportion of the population experiencing deprivation relating to low income. The definition of low income used includes both those people who are out-of-work, and those who are in work but who have low earnings. No LSOAs in Hart fall within the 30% most deprived LSOAs in England.
  - **Income Deprivation Affecting Children:** measures the proportion of children aged 0-15 living in income deprived families. Two LSOAs in Hart (one in Yateley East and one in Hartley Wintney) fall within the 30% most deprived LSOAs in England. In 2018/19, 7% of children aged 0-15 in Hart were living in relative low-income families (households with income below 60% of the median in that year) compared to 13.7% of households in the South East.
  - **Income Deprivation Affecting Older People:** measures the proportion of those aged 60 or over who experience income deprivation. No LSOAs in Hart fall within the 30% most deprived in England.
- **Barriers to Housing and Services:** this measure includes geographical barriers, which relate to the physical proximity of local services, and wider barriers which includes issues relating to access to housing such as affordability. 9 of Hart's 51 LSOAs fall within the 30% most deprived LSOAs in England.
- **Education, Skills and Training:** one LSOA (in Blackwater and Hawley) falls within the 30% most deprived LSOAs in England.
- **Health Deprivation and Disability:** measures the risk of premature death and the impairment of quality of life through poor physical or mental health. No LSOAs in Hart fall within the 30% most deprived in England.

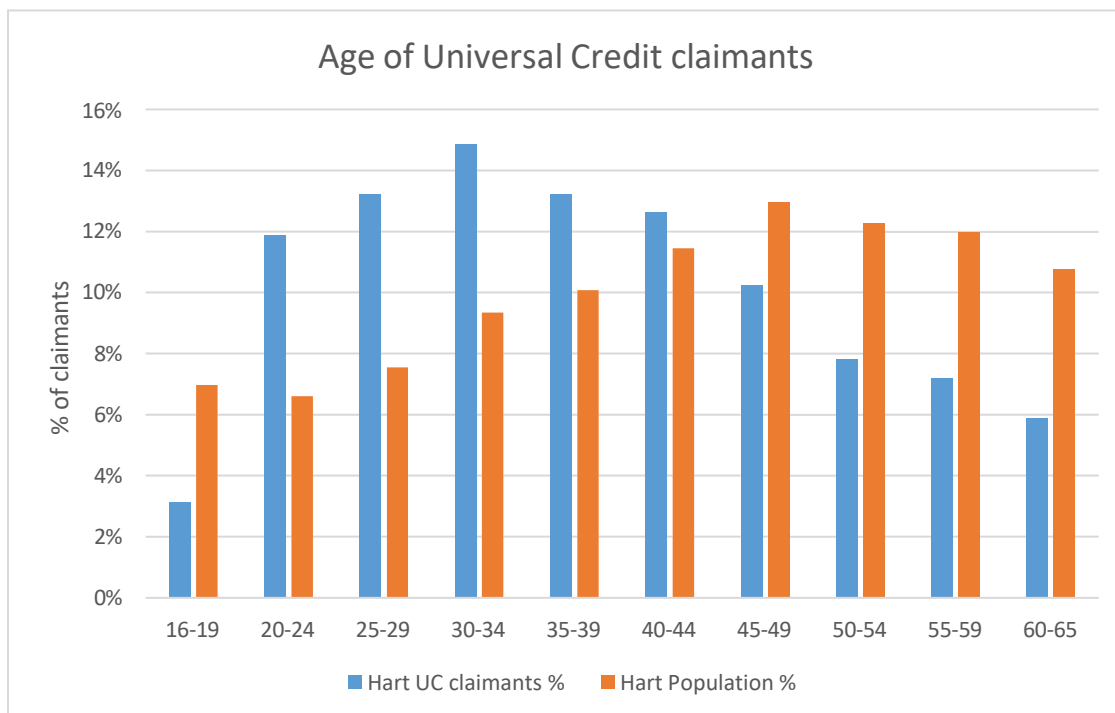
Source: [www.gov.uk/government/statistics/english-indices-of-deprivation-2019](http://www.gov.uk/government/statistics/english-indices-of-deprivation-2019)

### **Universal Credit**

Universal Credit is a payment to help with living costs for working age residents. Universal Credit was rolled out across the Hart District during 2018 for all new claims. Universal Credit Full Service is a single payment and replaces a number of means tested benefits including: Income-based Job Seekers Allowance (JSA); Income-based Employment Support Allowance (ESA); Housing Benefit; Income Support; Child Tax Credits; Working Tax Credits.

As of June 2021, 4,084 residents were on Universal Credit. 45% of Hart residents on Universal Credit were in employment compared to 40% of the population of the South East.

The chart below shows the age of Universal Credit claimants compared to the age profile of the Hart population. There is an over-representation of residents aged 20-34 and to a slightly lesser extent those aged 35-44.



Source: <https://lginform.local.gov.uk/>

### Council Tax Support

3.5% of the Hart population aged 16 and over were claiming Local Council Tax Support at Quarter 4 of 2020/21 compared to 6.6% of the population of the South-East.

### Fuel poverty

4.8% of Hart households were in fuel poverty in 2019 compared to 7.5% in the South-East. A household is said to be fuel poor if it needs to spend more than 10 per cent of its income on fuel to maintain an adequate standard of warmth.

### Social mobility index

Hart is in the top 20% best performing local authority areas for social mobility, ranked 29 out of 324 local authority areas in England.

Social mobility compares the chances that a child from a disadvantaged background will do well at school and get a good job. This means that children from less well-off families living in Hart have a good chance of doing well at school and progressing on to a good job. However, there are aspects of social mobility where Hart does not perform so well including:

- The percentage of children eligible for Free School Meals (FSM)\* who achieve a 'good level of development' at the end of Early Years Foundation Stage (rank 251)
- The percentage of children eligible for FSM achieving at least a level 4 in reading, writing and maths at the end of Key Stage 2 (rank 177)

\* A Free School Meal (FSM) is a statutory benefit available to school-aged children from families who receive other qualifying benefits.

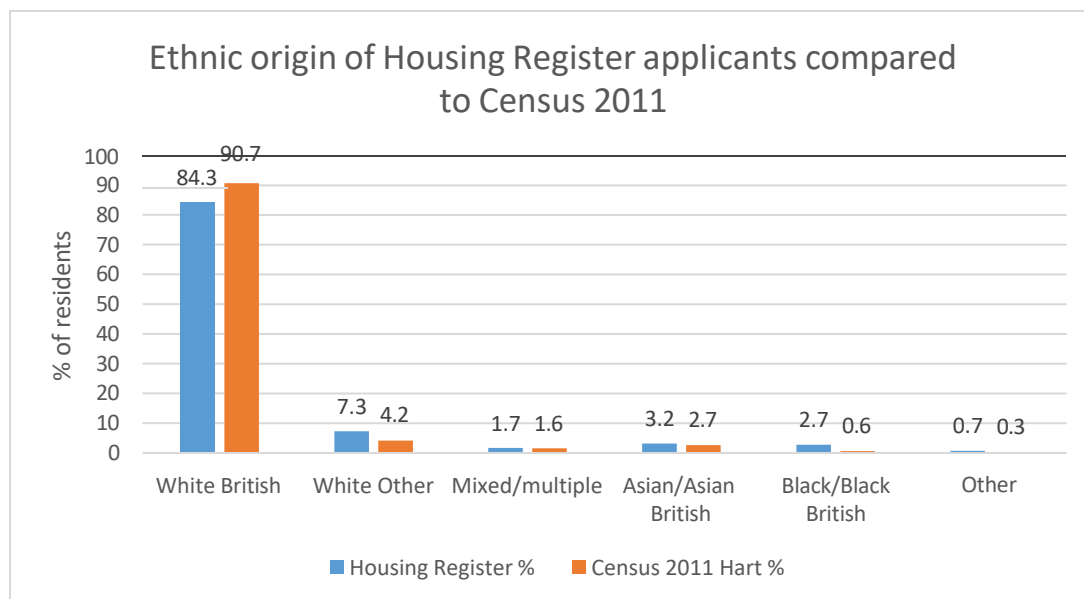
Source: [www.gov.uk/government/publications/social-mobility-index](http://www.gov.uk/government/publications/social-mobility-index)

## Housing

### Housing Register

Hart District Council does not own any council properties but the council does provide a housing register for people who want a home from one of the Housing Associations in the Hart District.

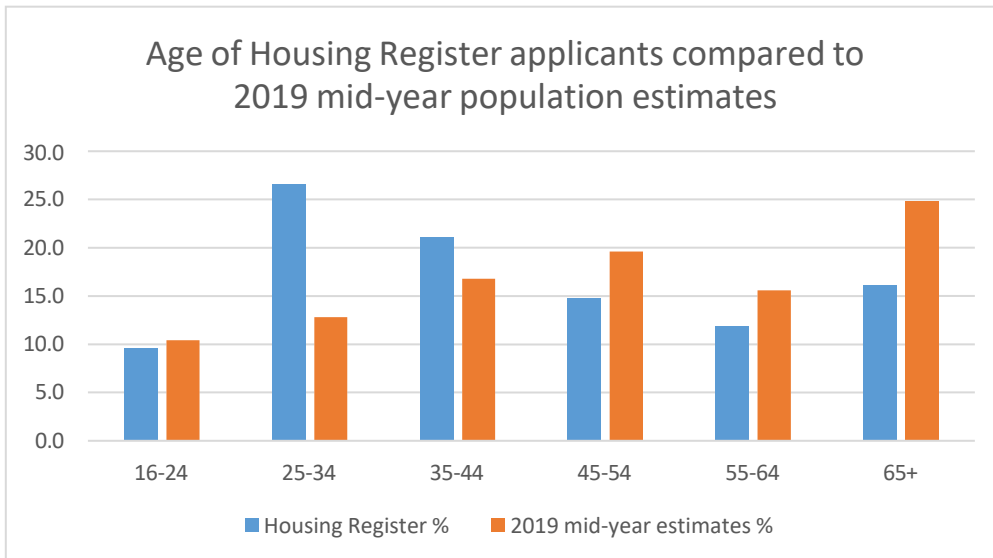
The chart below shows the percentage of Housing Register applicants as of January 2019 by ethnicity compared to the census profile.



Source: Hart District Council service data

The profile of the housing register applicants by ethnic origin is broadly in line with the census, however, applicants of White Other and Black/Black British ethnic origin are over-represented among housing register applications compared to the size of these groups in the Hart population as a whole.

The chart below shows the percentage of Housing Register applicants as of January 2019 by age compared to the 2019 mid-year population estimates.



Source: Hart District Council service data

The chart indicates that people aged 25-34 and to a lesser extent those aged 35-44 are over-represented on the Housing Register when compared to the population of Hart as a whole. This could be due to the high cost of homes to both buy and rent within Hart, and because this age group are likely to be looking to leave the family home and looking at affordable options.

### Housing Benefit

4.43% of Hart households were claiming Housing Benefit at February 2021.

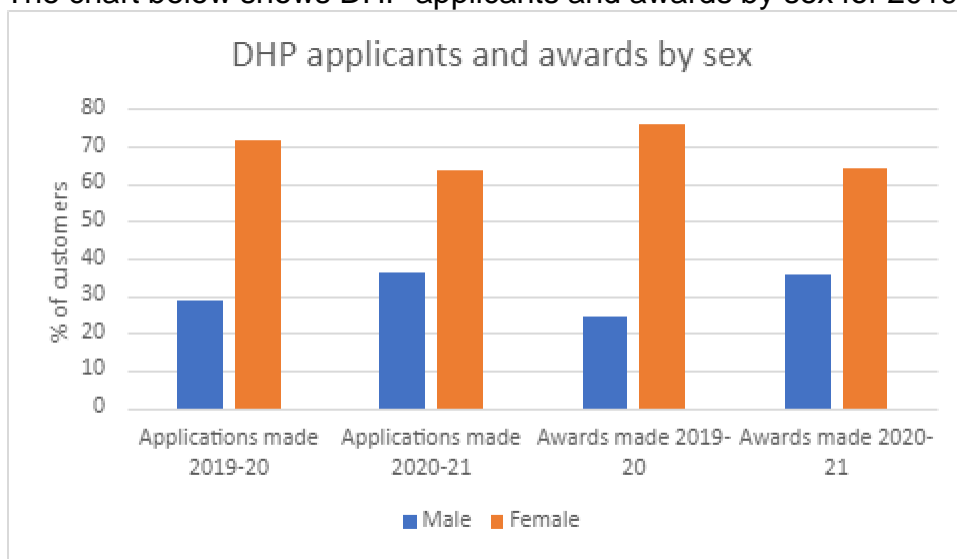
19.49% of housing benefit recipients in Hart are in employment. This is the highest rate of any district in Hampshire.

Source: <https://lginform.local.gov.uk/>

### Discretionary Housing Payment

Discretionary Housing Payments (DHPs) are extra payments to help people with their housing costs. 98 DHP awards were made in 2020-21.

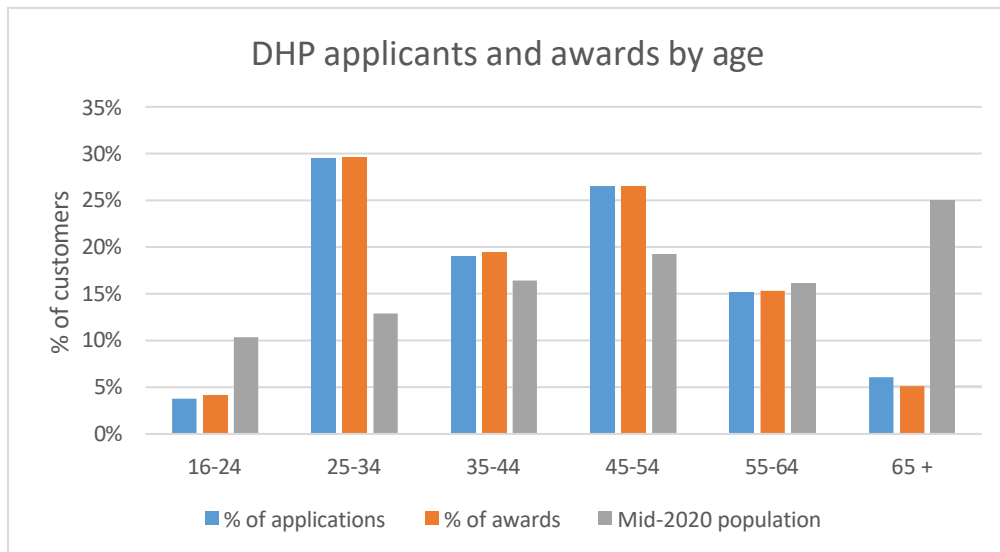
The chart below shows DHP applicants and awards by sex for 2019-20 and 2020-21.



Source: Hart District Council service data

The proportion of applicants who were male increased. This may in part be due to the impact of the pandemic on the employment status of the male population. Between March and May 2020, there was a larger increase in the Working Age Unemployed Claimant rate for men in Hart than for women (for men 0.9 rising to 3.9; for women 0.8 rising to 2.9). The Unemployed Claimant rate provides a snapshot in time of people claiming Jobseeker’s Allowance plus those who claim Universal Credit and are required to seek work and be available for work, as a proportion of the working age population.

The chart below shows DHP applicants and awards by age compared to mid-2020 population estimates.



Source: Hart District Council service data

Applicants aged 25-34 and to a lesser extent those aged 35-44 and 45-54 are over-represented compared to the size of those populations in Hart. This indicates these age groups have a greater need for extra support with housing costs. The 25 - 34 year old age group are more likely to be living in single person households without a second income to rely on, more likely to be working in lower paid jobs, more likely to be working in sectors affected by Covid such as hospitality and retail, and if they are single applicants without children they are more likely to be in receipt of less benefits in relation to their housing costs.

## 2 – Sources of information used to shape council functions and services

This section provides a summary of the range of information sources the Council may use to shape projects and services, and inform decision making, in addition to the information outlined in Section 1.

We use information about communities in Hart to help inform our policies, plans and programmes which in turn, shape the services we provide.

### Council service usage data

Where appropriate, we collect data when users access some Council services. The type and amount of information held by each team varies depending on the service provided. For example, the housing service collects information about the number and characteristics of people presenting for housing advice, making a homelessness application or registering for the Hart Housing Register.

### Publicly available data

Census 2011: [www.ons.gov.uk/ons/guide-method/census/2011/index.html](http://www.ons.gov.uk/ons/guide-method/census/2011/index.html)

Office for National Statistics: [www.ons.gov.uk/ons/index.html](http://www.ons.gov.uk/ons/index.html)

Nomis (provided by the Office for National Statistics) - UK labour market: [www.nomisweb.co.uk/](http://www.nomisweb.co.uk/)

LG Inform: local government information and benchmarking <https://lginform.local.gov.uk/>

Hampshire County Council:

Summary factsheet for Hart produced by Hampshire County Council: <https://documents.hants.gov.uk/facts-figures/2011census-hart-summaryfactsheet.pdf>

Hart Mental Health & Wellbeing Index [www.hants.gov.uk/socialcareandhealth/publichealth/mentalhealthwellbeing/hart](http://www.hants.gov.uk/socialcareandhealth/publichealth/mentalhealthwellbeing/hart)

Hampshire Joint Strategic Needs Assessment [www.hants.gov.uk/socialcareandhealth/publichealth/jsna](http://www.hants.gov.uk/socialcareandhealth/publichealth/jsna)

Hart District COVID-19 Data Pack [www.hants.gov.uk/socialcareandhealth/publichealth/jsna/covid19-data-and-intelligence](http://www.hants.gov.uk/socialcareandhealth/publichealth/jsna/covid19-data-and-intelligence)

Gov.uk Publication: Statistics: [www.gov.uk/government/statistics](http://www.gov.uk/government/statistics)

Gov.uk ethnicity facts and figures [www.ethnicity-facts-figures.service.gov.uk/](http://www.ethnicity-facts-figures.service.gov.uk/)

Department for Work and Pensions (DWP):  
[www.gov.uk/government/organisations/department-for-work-pensions/about/statistics](http://www.gov.uk/government/organisations/department-for-work-pensions/about/statistics)

The English Indices of Deprivation 2019: [www.gov.uk/guidance/english-indices-of-deprivation-2019-mapping-resources](http://www.gov.uk/guidance/english-indices-of-deprivation-2019-mapping-resources)

Public Health England – Hart Health Profile:  
<https://fingertips.phe.org.uk/profile/health-profiles>

Local Health – ward level health and wellbeing data [www.localhealth.org.uk/](http://www.localhealth.org.uk/)

Co-op Community Wellbeing Index <https://communitywellbeing.coop.co.uk/>

## **Community engagement and consultation**

We use a range of approaches to gather the views and feedback of residents including:

### **Formal consultations**

When important decisions are made, we will often ask residents about their views on proposed changes. For example, in 2019 the Council consulted on the development of its Vision to 2040. Optional survey questions about age, gender, ethnicity and disability status were included to help us understand the equality profile of consultation respondents and to identify where further work may be needed to engage particular equality groups.

For more information on consultations carried out by the Council, visit [www.hart.gov.uk/consultations](http://www.hart.gov.uk/consultations).

### **Customer experience**

In 2016 the Council introduced a standard Customer Feedback Form to assess how well a service has been provided and where improvements can be made in future. The survey includes optional equality monitoring questions and a summary of the equality profile of respondents can be found in section 1.2.

Some individual services also carry out their own customer experience surveys. For example, in 2019, the countryside services team carried out a survey with visitors to the Edenbrook Country Park to understand how people use the site and what developments visitors would like to see. This survey included questions to understand the age, gender, ethnicity, and disability profile of respondents.

### **Stakeholder engagement**

The Council engages with a range of groups, organisations and forums including:

- The Hart Health and Wellbeing Partnership – the Council coordinates this partnership of representatives from local agencies which oversees the delivery of local health priorities.

- The Hart Ageing Well network – the Council coordinates this network whose membership is drawn from local Over 55's forums, communities and organisations to represent the views of older people in the District and address issues that affect people as they get older.
- The Hart Starting Well Network – in December 2016, the Council – in partnership with Hart Voluntary Action – established regular partnership meetings to focus on issues affecting the health and wellbeing of children and young people. Meetings are attended by representatives of schools and local services who work with children and young people.
- The North Hampshire Military Covenant Partnership – the Council helps to coordinate this partnership which meets regularly to bring together District Councils in North Hampshire with the Royal Air Force and the Army.
- Housing Management Forum – the Council coordinates this meeting which brings together social housing providers which operate in the Hart area.
- The Council is part of a number of partnership networks which focus on improving community safety such as the Community Safety Partnership and North-East Hants Domestic Abuse Forum. These fora bring together representatives from the many local agencies who work with those affected by domestic violence and other vulnerabilities across Hart, Rushmoor and Basingstoke and Deane.
- Basingstoke & Deane, Hart & Rushmoor Learning Disability Local Implementation Group (LIG) – the Council's Health & Policy Project Officer links with this group which is attended by people with learning disabilities, family carers, and local services.
- Hart Voluntary Action – the Council grant funds and works in partnership with the local Council for Voluntary Services to engage communities through a range of projects, many of which focus on improving outcomes for people who share protected characteristics.
- Citizens Advice Hart – the Council grant funds and works in partnership with Citizens Advice Hart to support some of the most vulnerable residents and support residents in becoming economically active. Citizens Advice Hart clients are more likely to have a long-term health condition or disability than the general Hart population. For example, in 2017-18, 38% of clients reported having a disability or long-term condition compared to just 12% of Hart residents (based on 2011 Census data).

### **3 – Equality policy and training**

Our Corporate Equality Policy and Objectives set out our commitment to equality and diversity for staff and residents.

These can be found at [www.hart.gov.uk/corporate-policies](http://www.hart.gov.uk/corporate-policies).

In order to meet our equality duty, we need to understand the impact we have on equality through our functions and service provision (including policies, practices and activities). The Council takes a proportionate approach, and where appropriate, carries out an Equality Impact Assessment (EIA) when making changes to or introducing new services.

To enable access to Council services, the Council meets any requests we receive to provide information in alternative formats and languages where we perceive there to be a genuine need.

Our staff undertake training to ensure we are informed and up-to-date with equalities issues. Equality & Diversity Awareness training was provided to Officers in 2019 and Members in 2018 and 2019. In 2017 staff in managerial or policy/service development roles completed Equality Impact Assessment training. Equality & Diversity Awareness training will take place for both Members and Officers in 2021.

From 2017 to 2019, a programme of diversity awareness sessions were delivered for staff. Topics covered included Autism Awareness, Sight Awareness, D/deaf Awareness, and Armed Forces Awareness. In 2018 21 staff attended an introductory British Sign Language course.