

Equality Information Report 2025

Foreword:

Norwich's strength lies in its rich tapestry of cultures, backgrounds, and experiences. Our vibrant and diverse community is the heartbeat of our city, driving us forward on our mission to realise a version of Norwich in which everyone can thrive.



As outlined in our [Community-Led Plan](#), *We are Norwich*, Norwich City Council will endeavour to place equality and inclusion front and centre of all its thinking.

We are committed to improving the health and wellbeing of our residents, fostering safe and connected neighbourhoods, and providing access to quality, affordable housing for everyone. By focusing on these critical areas, we aim to empower our residents, businesses, and visitors, ensuring Norwich remains a place of opportunity and growth.

As we continue to navigate the ongoing challenges of growing socio-economic disadvantage, the cost-of-living crisis, and other societal inequalities, Norwich City Council remains resolute in its efforts to support those in need. We will maintain our strategic partnerships with local organisations, as we continue to build on our legacy of inclusivity, ensuring all voices are heard and represented.

This report defines our equality objectives, reflects some of our successes and provides valuable insights into the latest data about our residents, tenants, customers, and broader community.

Cllr Mike Stonard
Leader



Accessibility information: see details below for [alternative formats and support accessing this report](#).

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SECTION ONE: Our Duty

Introduction

1. We want Norwich to be a fair, kind, accessible and inclusive city; to make it the best it can be for everyone. That means recognising that different people and communities have different needs, while ensuring that everyone feels they belong, are valued and have the chance to succeed and thrive.
2. As an organisation, Norwich City Council is committed to showing respect and kindness to everyone; to giving the most help to those who need it the most; to continue to learn and improve by listening and by using data and evidence to inform our decision making; and by focusing our efforts on prevention and early intervention.

Our Equality, Diversity and Inclusion Strategy 2024/27

3. These ambitions and the outcomes we seek to achieve by working with the people of Norwich are summarised in our [Equality, Diversity and Inclusion \(EDI\) Strategy 2024/27](#) which we published in July this year.
4. Under this strategy, our three core aims in an EDI context are articulated; these constitute our equality objectives and are, this year and going forwards, the outcomes against which we will report progress. As such, they are described in the next section of this report supported by some headlines about what we have delivered over the last year to achieve them.

Definitions and scope

5. As a public sector body, we are strongly committed to eliminating unlawful discrimination, harassment and victimisation; to advancing equality of opportunity; and to fostering good relations between those that share a protected characteristic and those who do not, as detailed under the [Public Sector Equality Duty in section 149\(1\) of the Equality Act 2010](#).
6. That means that we will seek to tackle discrimination, harassment and victimisation arising from the protected characteristics defined in the Act. They are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race (including colour, nationality and ethnic or national origins); religion or belief; sex; and sexual orientation.

7. As well as our commitment to the Duty and the nine protected characteristics listed above, our aspirations go further to include: migrants (including refugees and asylum seekers); those who have served or continue to serve in our Armed Forces; those experiencing socio-economic disadvantage; and those facing inequalities on the grounds of health.
8. We are also committed to ending the “class ceiling” which creates structural injustices, socio-economic barriers to ambitions, and disrespect for the value, dignity and voice of all, regardless of background and/or occupation.
9. These characteristics and the definitions we use to determine what constitutes equality, diversity, inclusion and discrimination in all its forms are described in detail in our [Equality, Diversity and Inclusion Policy 2024/27, incorporating Reasonable Adjustment](#). Our legal context, our provisions for Reasonable Adjustment and the behaviours we expect of our Councillors and employees in respect of EDI, as well as our responsibilities as an employer and the way we provide our services, are also detailed in this document.

Meeting our Equality Duty

10. We use various tools to meet the duties described above and to promote equality, diversity, and inclusion across our communities:
 - a. **Shared ambitions with strategic partners to reduce inequality:** through strategic partnerships such as the Norwich 2040 City Vision Partnership, we seek to drive equality improvements across the city through progressive action.
 - b. **Workforce Diversity Strategy:** this strategy works towards us having a more representative workforce that better reflects our local demographic.
 - c. **Training and development provision:** ongoing training is provided to officers including equality and diversity duties and responsibilities, equality impact analysis, trauma informed approach, and safeguarding children, young people, and adults at risk.
 - d. **Community demographic and asset mapping:** Councillors and officers are updated about the makeup of the Norwich community through briefings, [State of Norwich](#) reports and through links to

other data sources including [Norfolk Insight](#) and the Council's [Community Conversations, data and insights Hub](#).

- e. **Equality planning, policy and strategy:** this year we have developed and published a new [Equality and Diversity and Inclusion Policy 2024/27, incorporating Reasonable Adjustment](#) and [Equality, Diversity and Inclusion Strategy 2024/27](#). The strategy is underpinned by an Equality, Diversity and Inclusion Action Plan 2024/27 which has been developed over the past year and which is being considered by committees at the time of writing this report.
- f. **Equality Impact Assessments:** we carry out these assessments wherever appropriate to promote access to services for all members of our communities and to eliminate discrimination and advance equality in our actions, policies, and strategies.
- g. **RITAs:** we use our knowledge of our local neighbourhoods to support strategic decision-making and determine where best to target council and partner resources and investments to reduce relative deprivation across Norwich. Our work predominantly, although not exclusively, focuses on reducing inequality target areas (RITAs) which are neighbourhoods within Norwich that have been identified as experiencing disproportionate disadvantage when compared to the city's more affluent neighbourhoods.

Data

- 11. The final section of our report offers a range of charts and data to highlight the demographical breakdown of the people of Norwich, our customers and our employees. These are informed by statistics provided by the [Office for National Statistics](#), [Norfolk Insight](#), [LG Inform](#) and other quantitative research conducted at both national and local levels.
- 12. Every year, we produce datasets that provide an overview of key statistics relating to our residents, the city (area), its economy and the overall wellbeing of Norwich. This can be found on our website at [State of Norwich](#). This data complements that which appears in this report.
- 13. As per last year's Equality Information Report, in order to improve accessibility, we have chosen a consistent colour scheme for the charts we present so that it is accessible to individuals with vision impairments, such as colour blindness. This is designed in a way that avoids using clashing colours, as well as providing alternative identifiers for different data series, such as different shaped markers. The colour scheme was

generated using [Venngage](#), a reliable online resource for accessible colour palettes.

Targeting our resources

14. When the last Equality Information Report (2024) was submitted to the Council's committees, councillors recommended that progress achieved within our Reducing Inequalities Target Areas (RITAs, as described in item 10g on the previous page) be provided in future reporting.
15. This has not been possible this year as the areas defined are under review using new updated mapping at [Lower Super Output Area \(LSOA\)](#) level, rather than that currently used which defines areas at the [Medium Super Output Area \(MSOA\)](#) level. This change in approach allows for a more localised consideration of disadvantage in Norwich and ensures that pockets of deprivation within MSOAs are not missed.
16. Action will be taken to embed awareness and consideration of the newly defined areas across Council services over the next year; this will impose significant bearing on where actions within the Council's Equality Diversity and Inclusion Action Plan 2024/27 (as described in item 10e on the previous page) are targeted to deliver greatest positive impact and so respond to the aims and priorities of the EDI Strategy.
17. Next year's reporting will consider the impact of our actions within these areas specifically.

SECTION TWO: Meeting our Equality Objectives

Our objectives

18. Our equality objectives are listed within our [EDI Strategy 2024/27](#), described as 'aims'. They are:

Aim 1: Norwich City Council is an inclusive place to work.

Aim 2: Our services will be joined up, accessible and inclusive.

Aim 3: Norwich is a fair city where people facing inequality can share in and contribute to the city's success.

19. This year, we have adapted the layout of this report to reflect the new objectives and will, across this and future iterations, use the report to track progress against them. This will help us to evaluate impact and to alter the outputs we undertake to achieve the objectives as required.

20. This accords with the outcome-based approach we have adopted under our new Community-Led Plan, [We Are Norwich](#), and the business planning process we are developing.

Aim 1: Norwich City Council is an inclusive place to work.

21. This objective is primarily focused on the Council as an employer and, as such, aligns with our commitment to being an *Open and Modern Council*, as outlined in our [Community-Led Plan](#). Our priorities under this objective are:

- Ensure that the profile of our workforce broadly reflects the city's population and the local labour market.
- Continue to develop inclusive working practices and policies.
- Support colleagues to develop the knowledge, skills and confidence to consider equality in all their work.

22. Our headline achievements in 2023/24 under this objective include the launch of our **Employee Pride Network** in April. This is the first employee network we have established and is open to all employees who identify as lesbian, gay, bisexual, transgender, queer, questioning, intersex, or asexual (LGBTQIA+) and their allies.

23. As well as organising social gatherings for employees, and the opportunity to attend celebratory events (e.g. [Norwich Pride](#)), the network aims to promote itself as a resource for the Council, acting as an advisory and support body for all matters relating to the Pride context. This may

include checking new policies to ensure that gender neutral language is used, advocating for the LGBTQIA+ community at work, and/or responding to consultations where the network's input may be of value.

24. Since the publication of last year's Report, the Council has provided 30 different **online training courses relating to inclusion**, working to increase employee awareness of equalities and create a more inclusive and supportive workforce.
25. Over the coming year, we will work to review and refresh equality, diversity and inclusion training, supporting employees in developing their knowledge in this context and their understanding around how it can be applied in their work.
26. We have also developed **inclusive working practices** through the ongoing delivery of our new [Customer and Digital Strategy 2024-29](#) which supports our workforce to develop modern and innovative ways of working, and deliver more inclusive, cost effective and efficient services.
27. As outlined in the strategy, we are developing skills and providing tools to empower staff to work efficiently, collaboratively, creatively, and in an agile way. This includes enabling flexible and inclusive working practices, supporting employees to undertake their roles effectively within local communities and using digital solutions to enable greater inclusivity across our services, especially within harder-to-reach communities.

Aim 2: Our services will be joined up, accessible and inclusive.

28. This objective considers how we develop and deliver our services for the benefit of all. Like the previous objective, it aligns with our Community Led-Plan, in which we commit to becoming a Council that delivers excellence (as per our priority to be *An Open and Modern Council*) and tackles the root causes of disadvantage (as per the *A Fairer Norwich* priority). Our priorities under this objective are:
 - Improve a range of communication platforms and channels to enhance accessibility, including for those facing digital exclusion.
 - Undertake service-specific equalities reviews, so every service reflects our ambition.
 - Ensure that our knowledge about the people and communities we serve informs our service planning, and that their voices are heard.
29. Our headline achievements in 2023/24 under this objective include our **Council website refresh** which saw work beginning this year to redesign

our [website](#) in a way that promotes greater inclusivity and accessibility for as wide a group of users as possible. This includes ensuring consistency and delivering a user-friendly experience, so making it easier for our residents and customers to request services and report issues.

30. As part of this work, we have spent time engaging with various voluntary groups and tenant involvement panels to understand concerns and barriers to digital engagement, as well as soliciting their thoughts and ideas on what a 'good' digital service looks like.
31. This feedback has informed our incorporation of an accessibility toolbar within the site which will enable users with differing accessibility and usability needs to customise their experience.
32. Our [Go4Less card](#) is a free sport, leisure and culture discount card which allows eligible residents up to 50% discount at Council facilities, along with other benefits.
33. To support our aims to promote better health outcomes and longer life expectancy within the community, we have streamlined the application process for the card so that eligible residents may now apply by contacting us or completing an online application. In addition, we have established a process whereby cards may now be collected from City Hall, Riverside Leisure Centre or the Norman Centre, enabling better access to this resident benefit.
34. Since the digitalisation of the application process in May 2023, the number of Go4Less card users has increased by around 66% from pre-Covid levels (500 users) and almost 30% from 2023 (649) to 2024 (828).
35. In addition to direct applications, referrals are made on behalf of asylum seekers and refugees by New Routes Integration and Norwich International Youth Project.
36. The Go4Less scheme has been supported by increased communications and messaging including a feature in Citizen Magazine, social media posts and inclusion on tower block information screens.
37. The Physical Activity workstream for the Norwich Health and Wellbeing Partnership has identified 'increased visits by target groups to council facilities and other physical activity opportunities across Norwich, growth in concessionary card usage and memberships at facilities from low-income households' as a priority.

38. The current available data precludes detailed analysis in this report; however, officers are revising data collection methods to enable such reporting from 2026 onwards.

39. Total number of Go4Less card users has increased by 27.6% between 2023 to 2024.

Year	Number of Go4Less card users
2023	649
2024	828

40. The table below shows the evidence provided by the user:

Evidence provided	Number of cards issued
Bus Pass	429
Universal Credit	235
Post-16 Student	25
Child/ Young Person	124
Partner referral	15
Total	828

41. The above table demonstrates significant take up by the over 60s (bus pass), low-income households (universal credit) and young people.

42. Card usage at the Norman Centre in 2024:

Activity	Number of attendances
Gym (pay as you go only)	1025
Bowls	6351
Nifty 50's multi sports	282
Badminton	52 (courts)
Short tennis	19 (courts)
Table tennis	90 (tables)

43. Card usage at Riverside Leisure Centre in 2024:

Activity	Number of attendances 2023	Number of attendances 2024
Adult swimming	1201	1261
Junior swimming	103	109
Adult classes (inc. aqua)	79	83
Gym	166	175

44. In December last year, we awarded Neighbourhood Community Infrastructure Levy (NCIL) funding to Age UK Norwich, to establish the **Inclusive Norwich Partnership (INP)**, a group of organisations comprising the Council, Equal Lives, Inclusive Norwich, Norwich Kind City Map and Age UK Norwich. Through this, and discussions with partners and community conversations, views on how best to promote greater inclusivity have been gathered.
45. The INP is currently bringing these views together to deliver invaluable local insight and context, so informing our service improvement and the development of local policies and action plans.
46. Engagement continues with the local community, partners and officers on an iterative basis, further delivering intelligence that supports us to embed best-practice in the context of accessibility and inclusion.

Aim 3: Norwich is a fair city where people facing inequality can share in and contribute to the city's success.

47. This objective focuses on ensuring we are equipped and ready to deliver an equal and fair chance for all those we and our partners serve, targeting resources and influencing investment where need is greatest. It aligns with all priorities under our Community-Led Plan. Priorities under this objective are:
 - Ensure that equality, diversity and inclusion outcomes inform wider Council policies, strategies and programmes.
 - Focus our efforts on the places and communities in the city that face the biggest disadvantages, improving our use of data to help us do this.
 - Develop our leadership capacity and capability around equalities.
 - Continue working with partners to influence investment and target resource.
 - Mitigate the disproportionate inequalities of climate change impacting specific sectors of the community.
48. Headline achievements over the past year under this objective include us making Norwich an **Age Friendly City** with Norwich joining the [UK's network of Age-friendly Communities](#).

49. This followed submission of an application articulating our commitment to working in partnership to enable a place in which all residents may thrive, supported by opportunities and services that enhance and protect their health and wellbeing.
50. Over the coming months, our participation in the [Age Friendly Norwich](#) initiative will see the Council and its partners engaging with older residents to better understand where we can add value by addressing the issues they face.
51. Like previous years, the Council has offered **small culture grants to local community groups and organisations** wishing to deliver a project or event. As part of the application process, applicants are asked to identify how their project or activity will enable more diverse and inclusive audiences from Norwich to participate in culture and creativity. Recipients of these grants in 2024/25 include: Frozen Light Theatre, Refugee Week, Black History Month, The Nest and The Garage amongst others.
52. Since March 2022, we have been working in collaboration with Norfolk County Council and our neighbouring district councils to support people fleeing the conflict in Ukraine. The **Homes for Ukraine (H4U)** scheme offers a full wrap-around service to support our Ukrainian guests while they reside in Norwich, with their wellbeing being a primary focus.
53. To date, the Council has helped over 300 guests (including over 70 children). Many have been provided support to ‘move-on’ from hosted arrangements into private rental, social housing or to return to Ukraine.
54. In January 2024, as a small token of our appreciation, a thank you event was held at City Hall to enable Council staff, the Lord Mayor and the Sheriff of Norwich, to show their gratitude to Norwich hosts, and to enable hosts to swap stories about their experiences and to chat to the H4U team.
55. At the event the Lord Mayor addressed hosts to say: *“By opening up your homes you have given so generously, but equally important is the support you have given guests through education, comfort and integration into life in Norwich. On behalf of the city, thank you so much for what you have done.”*
56. Through the work of the [Norwich Climate Commission](#), the Council has helped to launch a new community-led project called [Our Power](#) which aims to provide energy advice to the people of Norwich, helping them to reduce energy bills and decarbonise homes.

57. Over the coming months, *Our Power* will be recruiting and training up Neighbourhood Energy Champions within a range of communities across Norwich, with the aim of creating trusted local figures who can provide advice and signposting to relevant opportunities and grants available to local residents. This scheme is engaging communities of all levels of affluence in order to better understand residents' circumstances and improve energy awareness amongst the public.
58. This work supports the Council's efforts to tackle fuel poverty, by ensuring residents have access to information to help them manage their energy consumption and reduce their energy bills.

SECTION THREE: Information about our People, Customers, and Employees

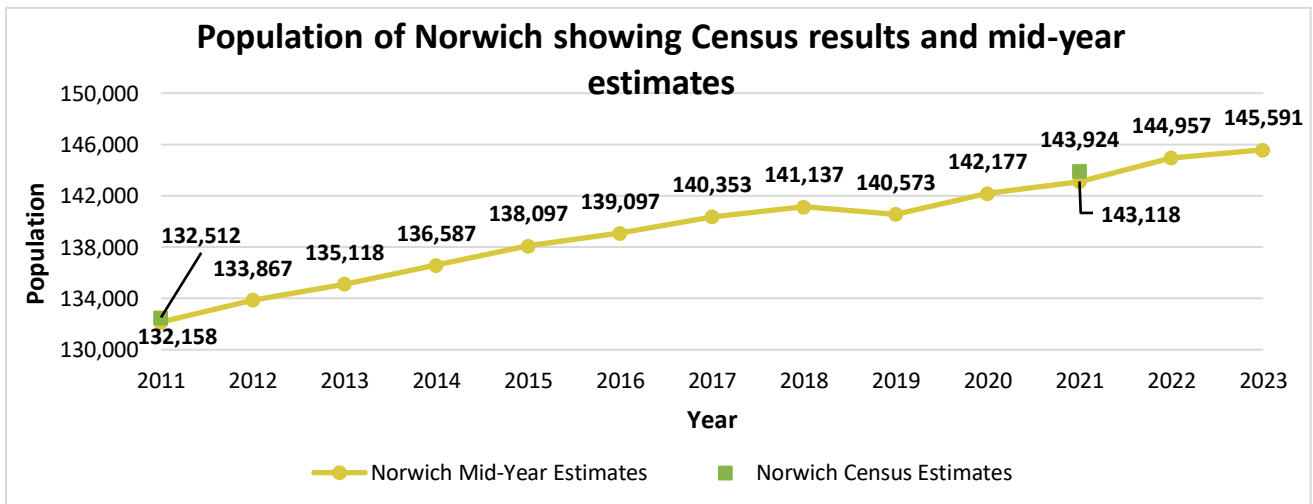
59. Our annual [Equality Information Reports](#) include a range of charts and data to highlight the demographical breakdown of our people, customers, and employees. The following information is informed by data provided by the [Office for National Statistics](#), [Norfolk Insight](#), [LG Inform](#) and other quantitative research conducted at both the national and local levels.

State of Norwich

60. Each year, the Council produces a dataset which provides an overview of key statistics relating to its residents, the city (place), its economy and the overall wellbeing of Norwich. This can be found on the Council's website: [State of Norwich](#).

POPULATION

61. On Census Day, 21 March 2021, the size of the usual resident population in Norwich was 143,924 people; this is an increase of 9% (11,412) since 2011, when it was 132,512 people. Norwich is now ranked 15 (out of 39 Districts in the East of England region) in terms of total population.



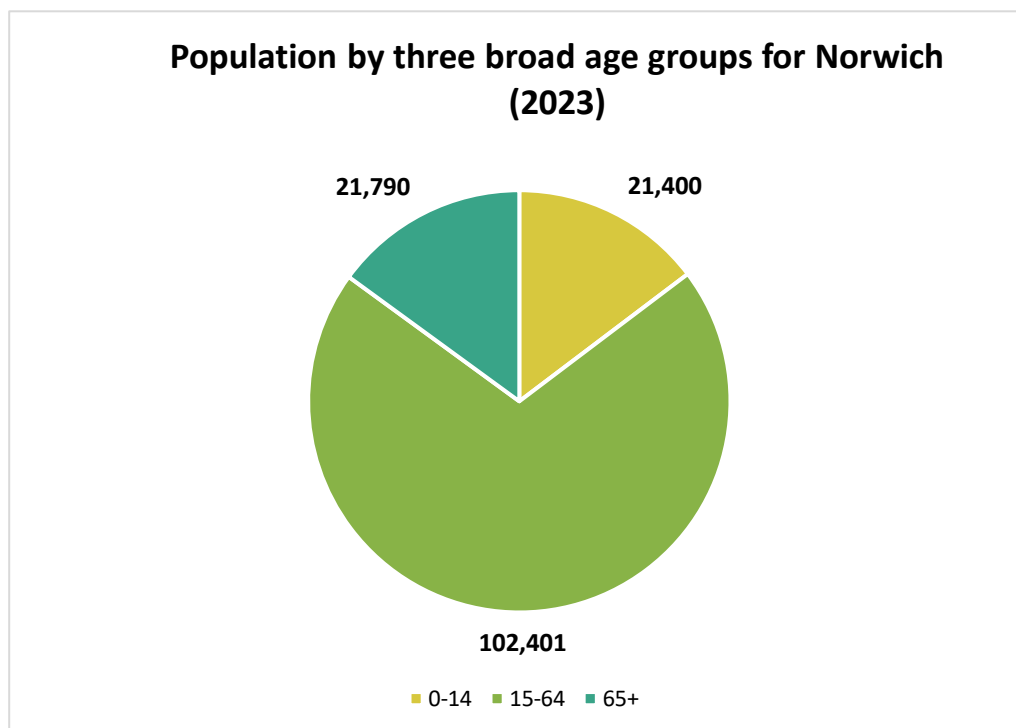
62. Norwich's population increase, at 9%, compares to an 8% increase for the East of England and a 7% increase for all England.

63. As of 2021, Norwich is ranked 4th out of the 45 local authority areas in the East of England for population density, with 36.88 persons per hectare of land. The population density for the East of England is 3.31 persons per hectare and for England it is 4.34 persons per hectare. The East of England experienced the largest growth in population between the 2011

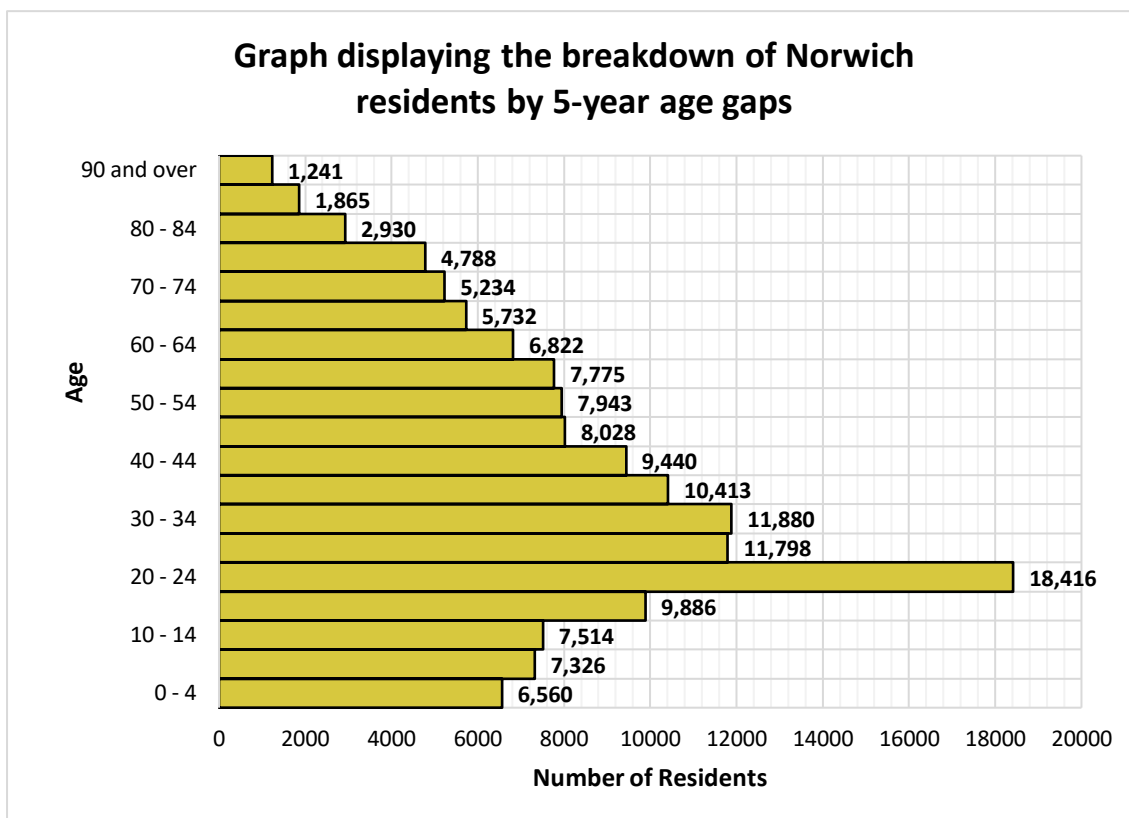
and 2021 census, when compared to all other regions within England and Wales.

Population by age

64. The size of the usual resident population in Norwich as per the 2023 mid-year population estimate was 145,591 people, of which: 14.7% (21,400) were children aged under 15, 70.3% (102,401) were adults aged 15 to 64 and 15% (21,790) were aged 65 and over. 2.1% (3,106) of the resident population were aged 85 and over.



65. According to the mid-year 2023 population estimates, the largest age group in Norwich was those aged 20 - 24 (18,416 people or 12.65%).
Graph appears next page.



Population by sex and age

66. The size of the usual resident population in Norwich as per the 2023 mid-year population estimate was 145,591 people, of which: 73,221 were women (50.3% of the population) and 72,370 men (49.7%). Looking back to 2011 Census data, there were 67,245 women (50.7% of the population) and 65,267 men (49.3%).

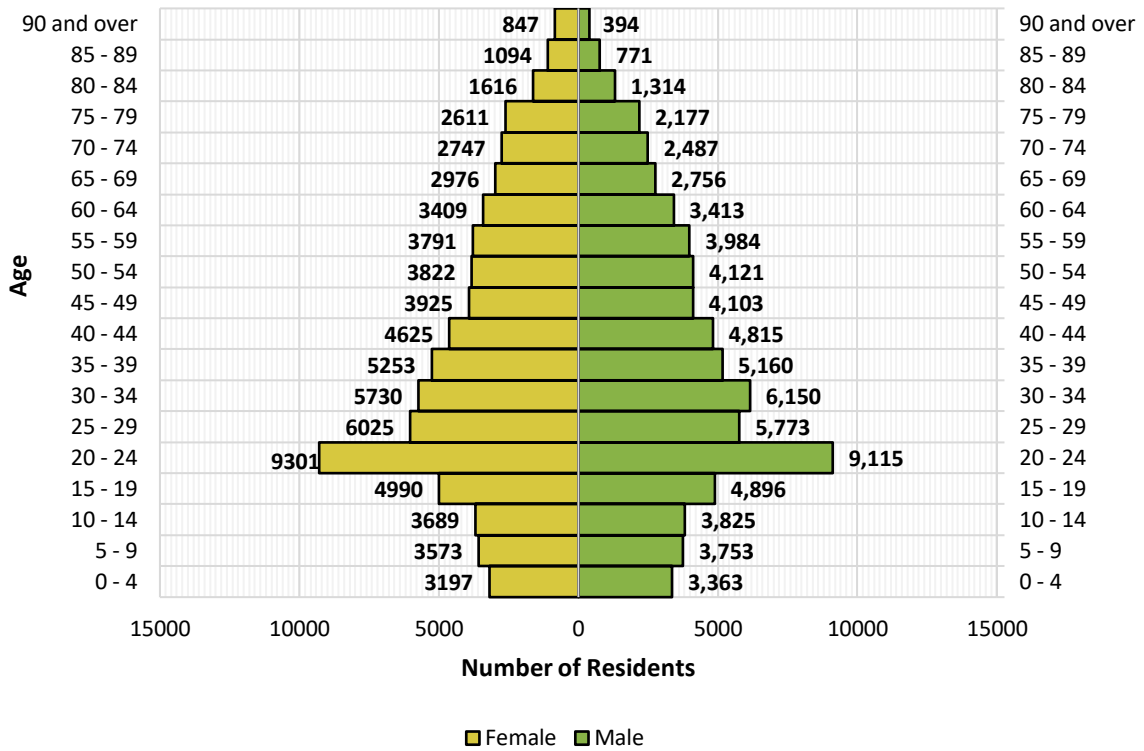
67. Since 2011, the female population of Norwich has increased by 8.9% and the male population has increased by 10.9%.

68. Life expectancy in Norwich is 79 years for males – slightly higher than the all-England average for the last comparable period – and 82.9 years for females – significantly higher than the all-England average for the last comparable period.

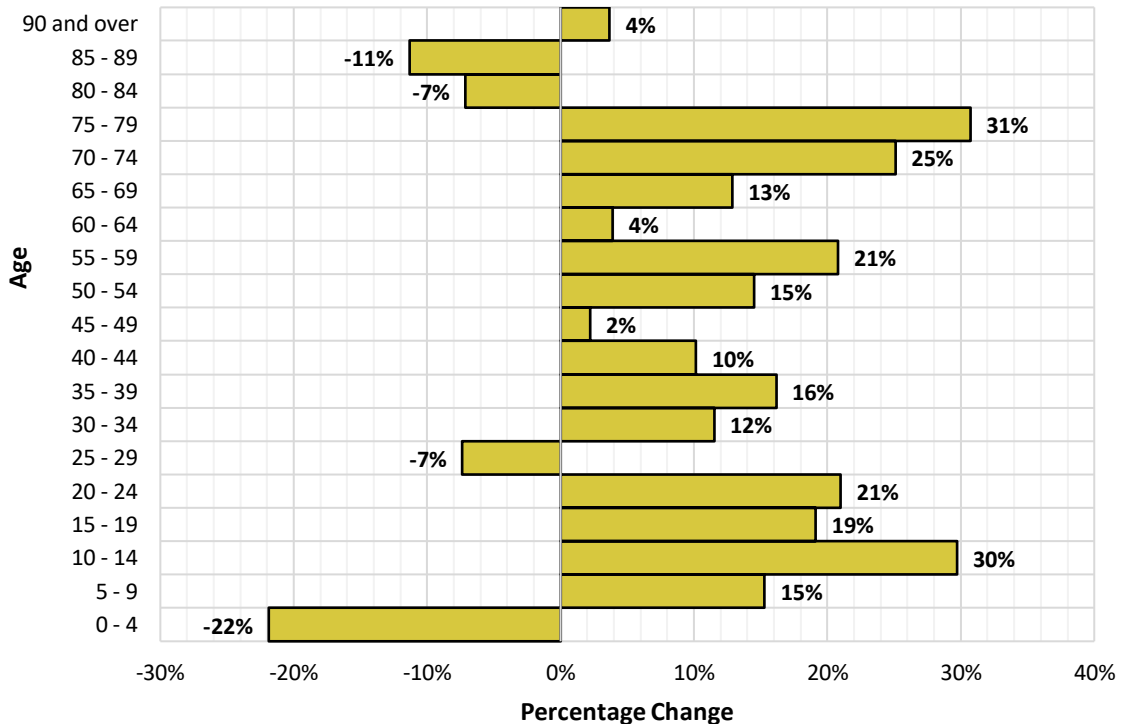
69. The gap in life expectancy at birth between the most deprived 10% and least deprived 10% of areas within Norwich is 6.1 years for females and 12.9 years for males.

70. The chart on the next page shows the population by sex in five-year age bands for Norwich, with the female population living longer than the male population.

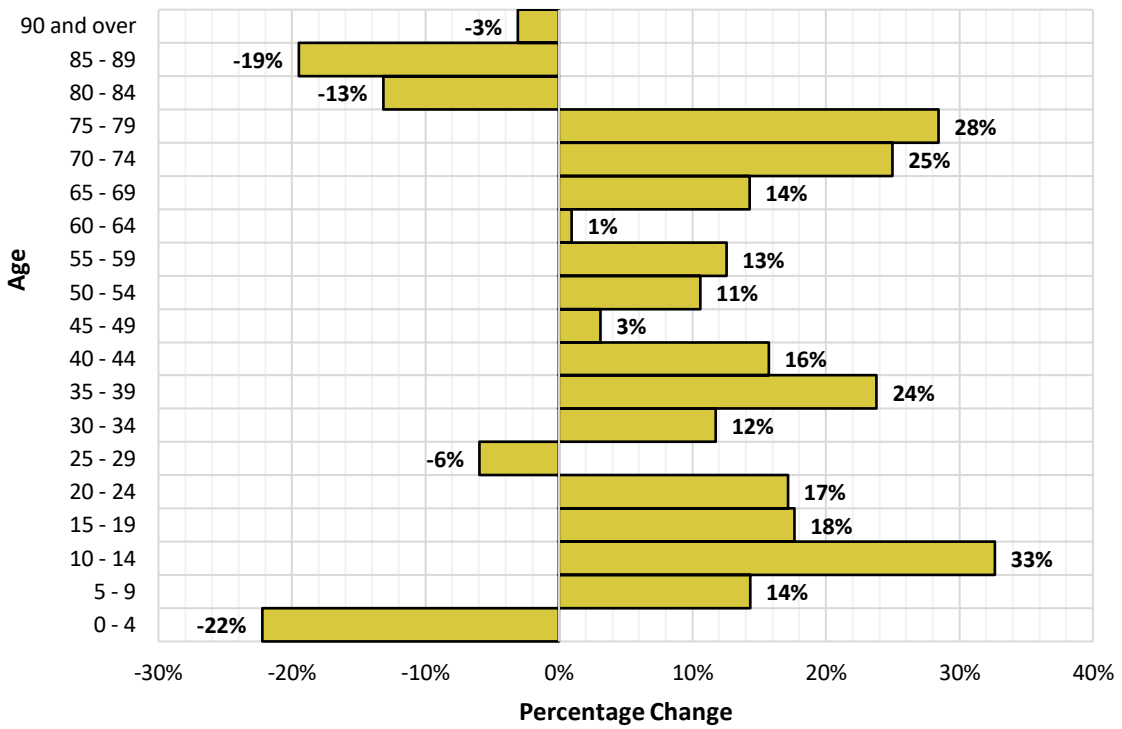
Breakdown of Norwich residents by sex and 5-year age gaps



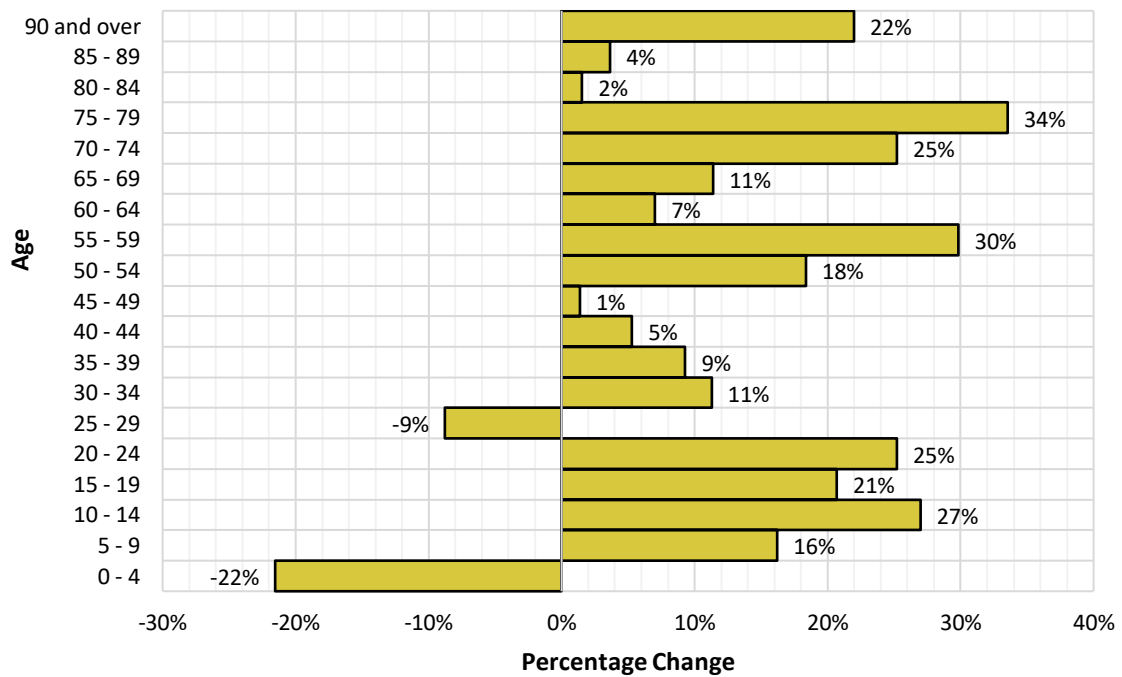
Percentage change of Norwich residents by age band, between mid-2011 and mid-2023



Percentage change of female, Norwich residents by age band, between mid-2011 and mid-2023



Percentage change of male, Norwich residents by age band, between mid-2011 and mid-2023



Sexual orientation

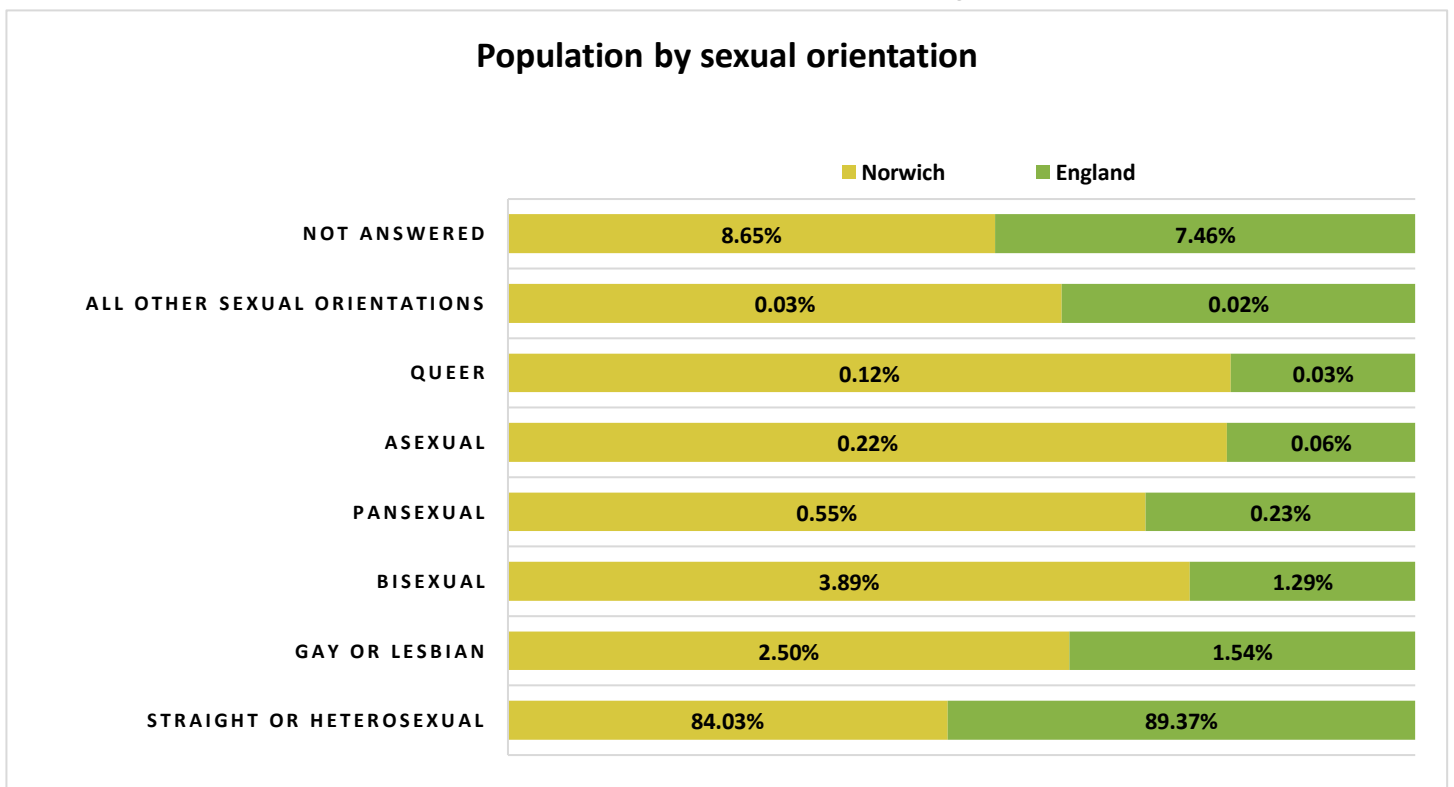
71. Due to the infrequency at which detailed data relating to sexual orientation at district level is collected, the latest data we have available is that from the 2021 Census.

72. The question on sexual orientation was new for the 2021 Census, providing better quality information on the LGB+ population (“lesbian or gay”, “bisexual” or “other sexual orientation”) for monitoring and supporting anti-discrimination duties under the Equality Act 2010.

73. The question was voluntary and was only asked of people aged 16 years and over. People were asked “Which of the following best describes your sexual orientation?”. The different sexual orientations that people could choose from included:

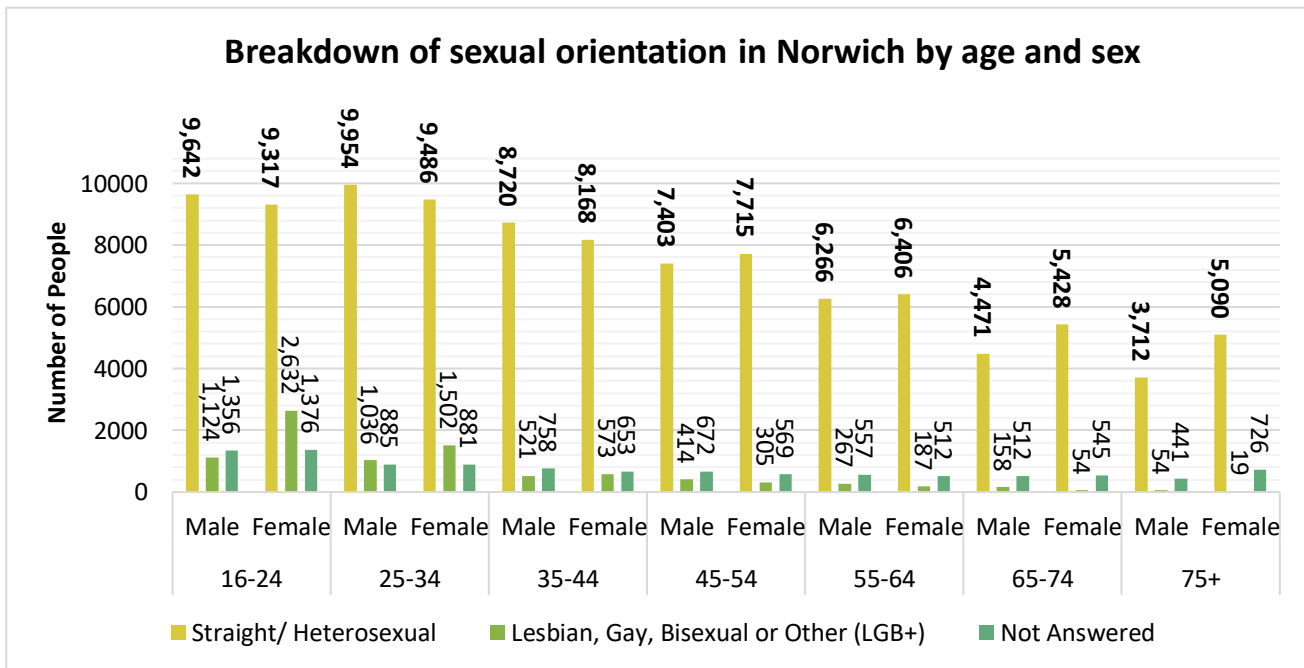
- Straight or heterosexual
- Gay or lesbian
- Bisexual
- Other sexual orientation

74. The graphs and table below and on the next page show how people in Norwich answered, compared with the rest of England.



Sexual Orientation	Norwich		England	
	Number	Percentage	Number	Percentage
Straight or Heterosexual	101,477	84.03%	41,114,478	89.37%
Gay or Lesbian	3,025	2.50%	709,704	1.54%
Bisexual	4,700	3.89%	591,690	1.29%
Pansexual	669	0.55%	107,852	0.23%
Asexual	267	0.22%	26,614	0.06%
Queer	143	0.12%	13,928	0.03%
All other sexual orientations	41	0.03%	9,963	0.02%
Not answered	10,443	8.65%	3,432,728	7.46%
Total	120,765		46,006,957	

75. The table below illustrates the breakdown of sexual orientation within Norwich by age and sex of those individuals who are aged 16 or over (Census 2021).



Free school meals

76. Free school meal eligibility continues to increase nationally. For the 2023-2024 academic year, approximately 2.1 million pupils were eligible for free school meals nationally, 24.6% of all pupils.

77. Over the last year, the number of pupils eligible for free school meals in Norfolk increased by 3.2% with 27,740 pupils now being eligible. Of those who are eligible to receive free school meals, 21,371 (77%) received them.

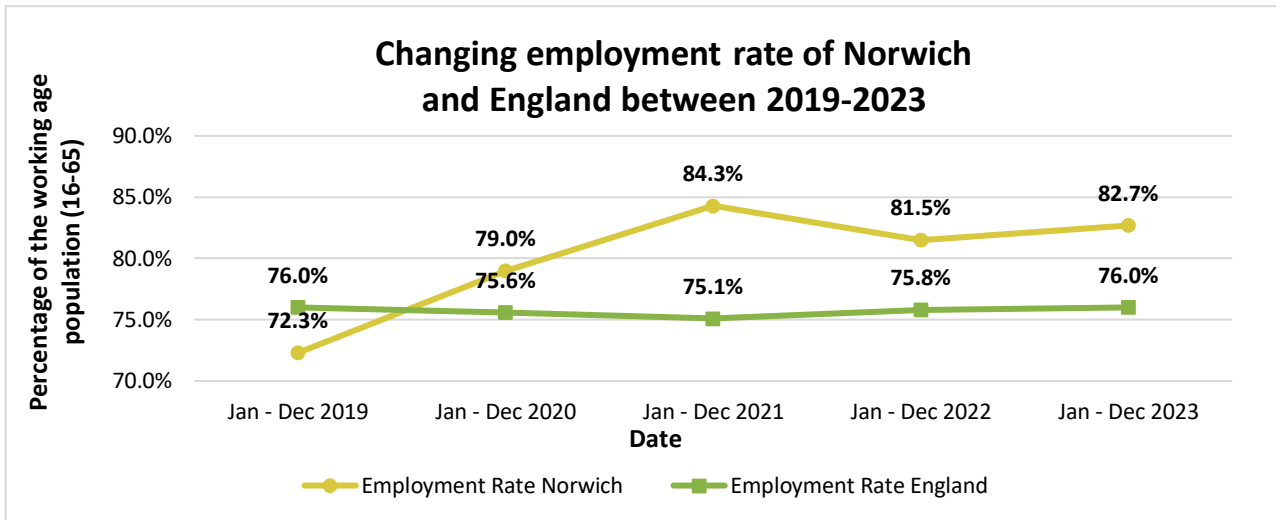
78. The table below shows the change in the number and percentage of students eligible for and taking free school meals in Norfolk and England.

Year	No. of Pupils Eligible for FSM		No. of Pupils Taking FSM		% of Pupils Eligible for FSM		% of Pupils Taking FSM	
	Norfolk	England Mean	Norfolk	England Mean	Norfolk	England Mean	Norfolk	England Mean
2018/19	16,457	14,687	12,483	11,398	14.3%	11.7%	10.8%	9.1%
2019/20	18,843	17,082	14,603	13,303	16.2%	13.5%	12.5%	10.5%
2020/21	22,719	21,170	18,199	17,177	19.3%	16.7%	15.5%	13.5%
2021/22	24,950	23,429	19,465	17,227	21.1%	18.3%	15.6%	13.4%
2022/23	26,870	25,387	20,766	19,494	22.5%	19.6%	17.4%	15.0%
2023/24	27,740	26,595	21,371	20,456	23.3%	20.5%	17.9%	15.7%

Overall employment rate

79. Employment measures the number of people aged 16 years and over in paid work and those who had a job that they were temporarily away from. The employment rate is the proportion of people aged between 16 and 64 years who are in employment.

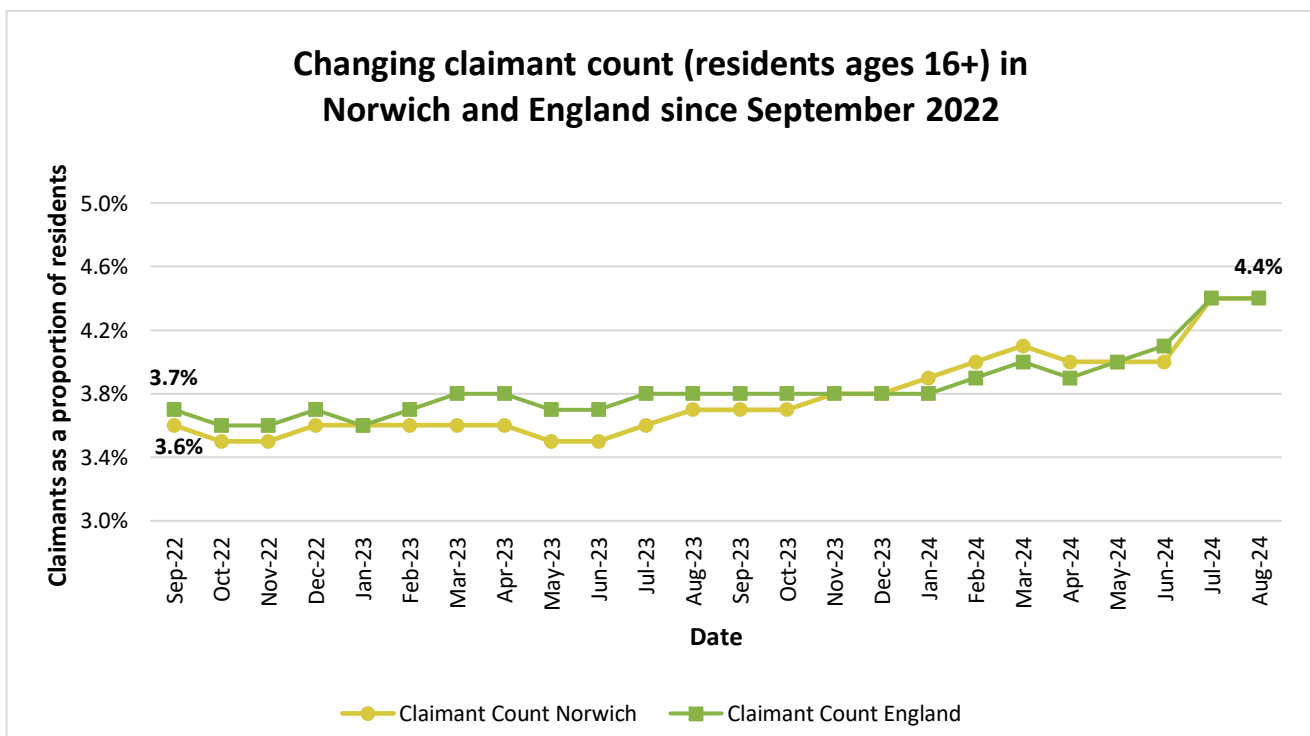
80. The chart below shows that Norwich's employment rate was 82.7% at the end of 2023. This increased from 81.5% in the previous period. This is above the England average figure of 76%.



Claimant Count

81. Claimant Count is an administrative measure of the number of people claiming benefit principally for the reason of being unemployed, using individual records from the benefit system. It therefore provides a useful indication of how unemployment is changing at a local level.

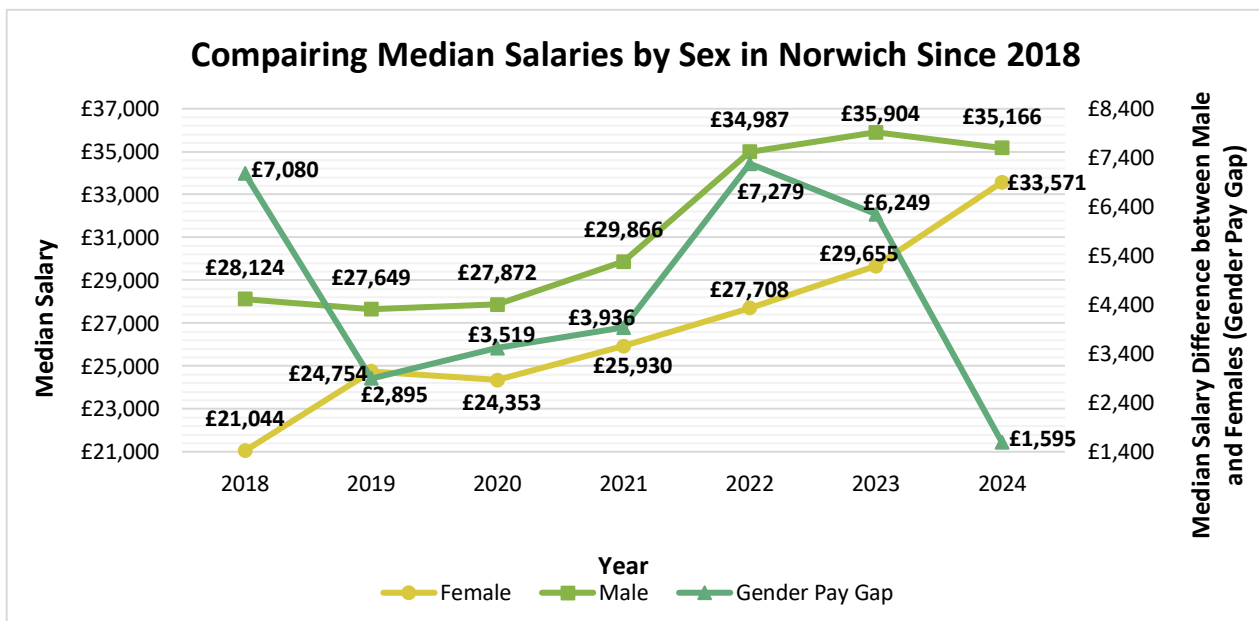
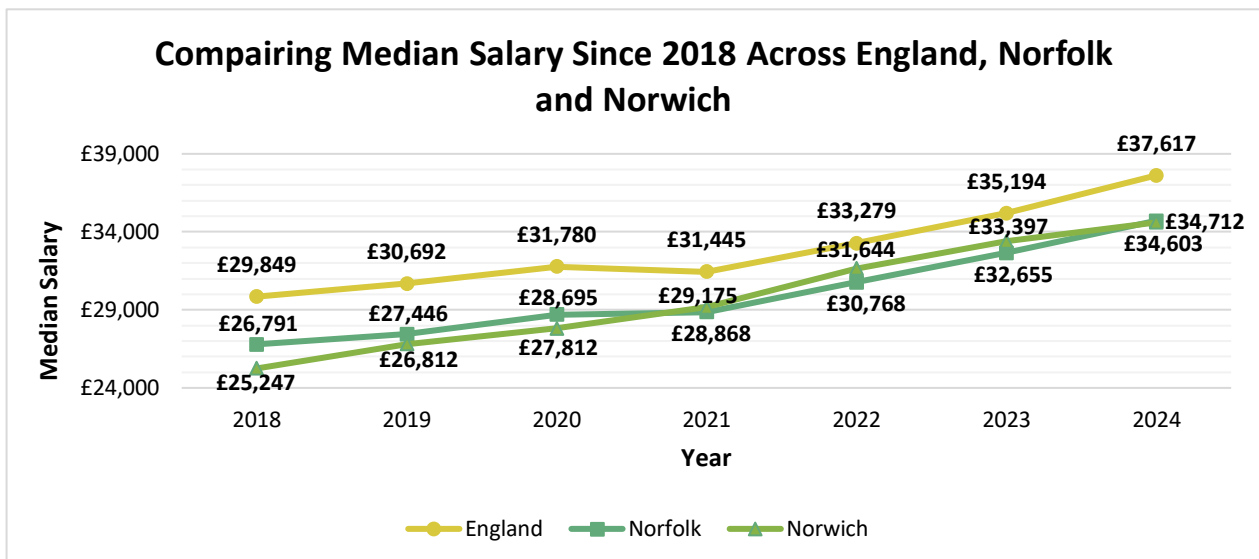
82. The chart below shows that the claimant count rate in Norwich in August 2024 was 4.4%, which is slightly higher than the rate recorded in September 2022. The all-English single tier and county councils' rate was also 4.4% for the same month and 3.6% in 2022.



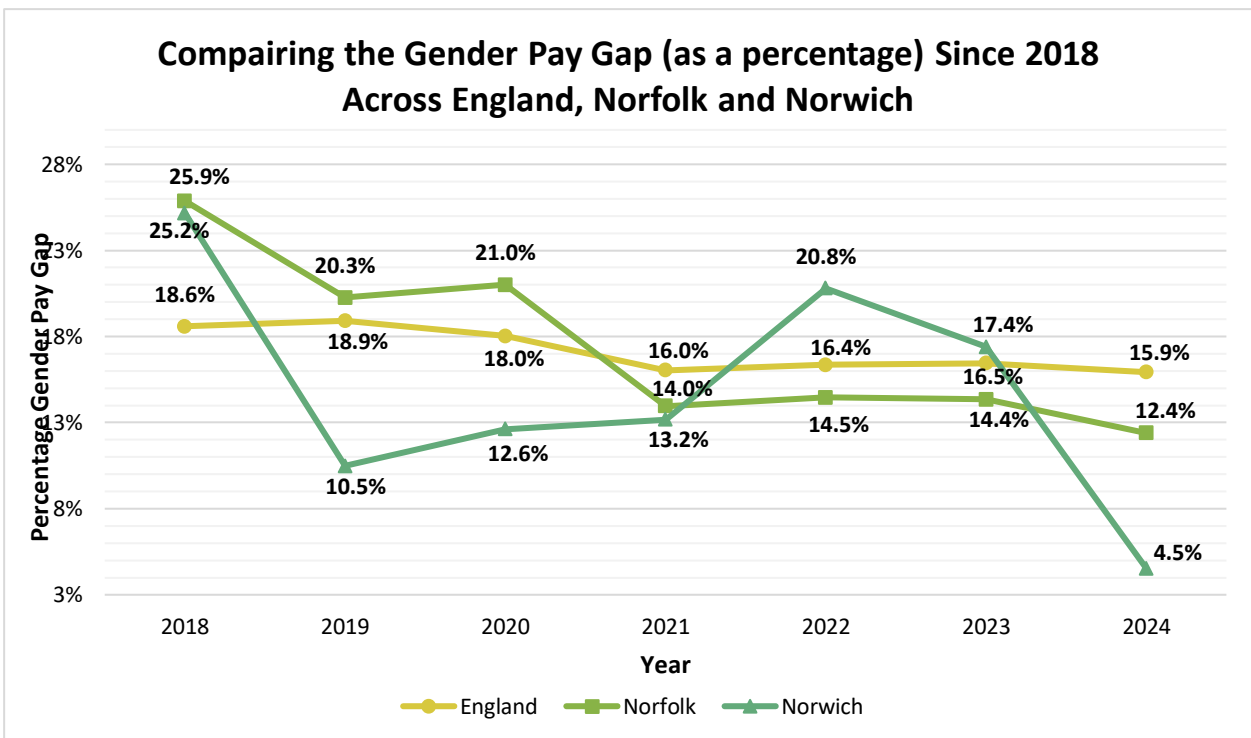
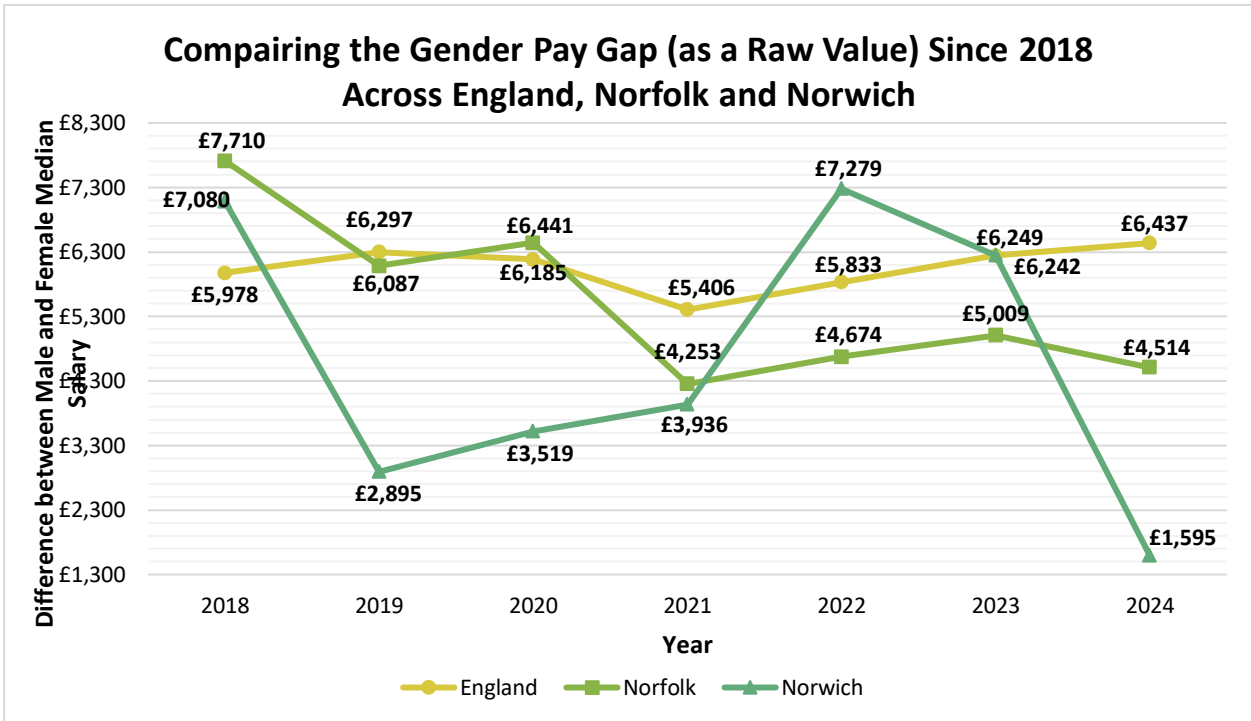
Median Gross Annual Pay of Employees (by Residence)

83. The Annual Survey of Hours and Earnings (ASHE) is conducted in April each year to obtain information about the levels, distribution and make-up of earnings and hours worked for employees. This data set provides information about earnings of employees who are living in an area, who are on adult rates and whose pay for the survey's pay-period was not affected by absence. This data therefore provides some useful context in terms of potential economic and financial resilience.

84. The chart below compares the median salaries in England, Norfolk and Norwich. We can see that in 2024, the median salary in Norwich was £34,603 per year, representing a 3.6% increase. The median yearly salary in Norwich was slightly lower than the Norfolk median of £34,712, and lower than the median value for England of £37,617.



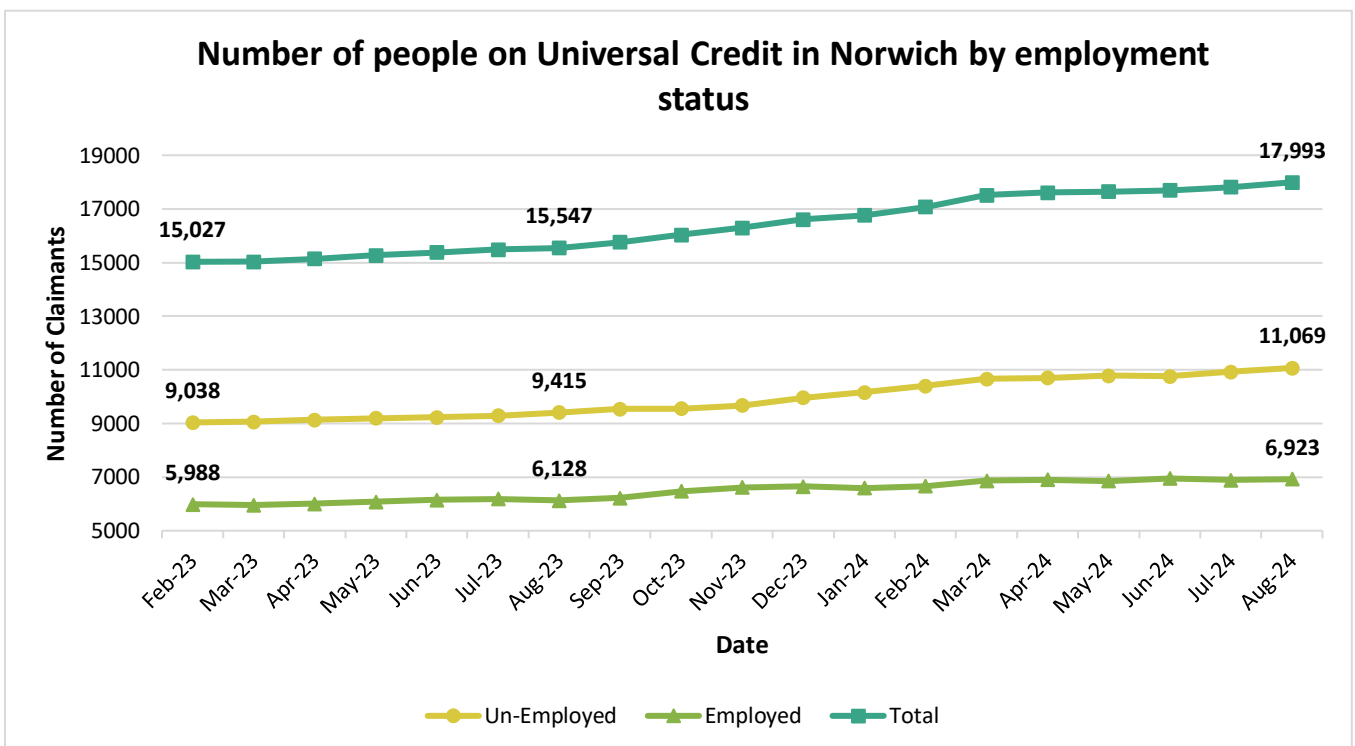
85. Below are two graphs analysing the gender pay gap, looking at the change in male and female salaries in Norwich since 2018. The graphs calculate the gender pay gap as a raw value and percentage difference in salary, which is calculated as a percentage of the male median salary.



Universal Credit

86. This data covers the period of February 2022 to August 2024 and highlights the total number of people claiming Universal Credit, including the numbers of those in and out of employment. The number of claimants in/out of employment are released one month later than the overall total.

87. Overall, 17,993 people were claiming Universal Credit in Norwich in August 2024. For the latest month available (August 2024), 11,069 of these claimants were not in employment, whilst 6,923 were in employment. The total number of claims has increased by 15.7% compared to August 2023.

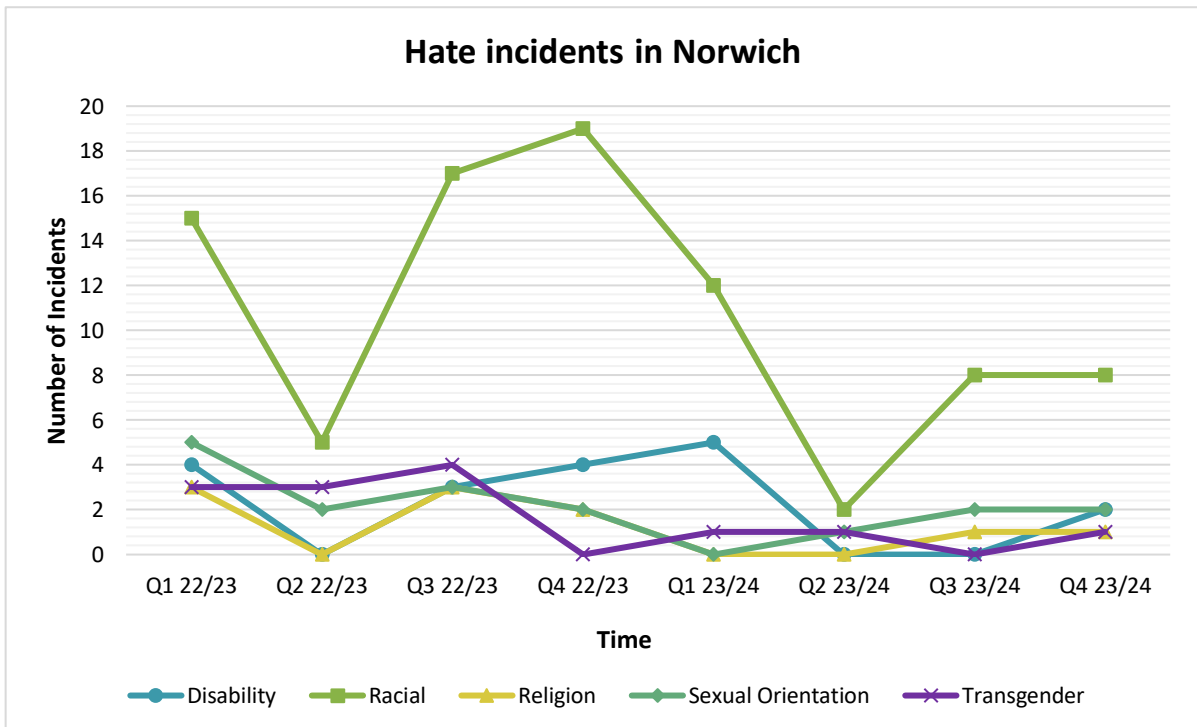
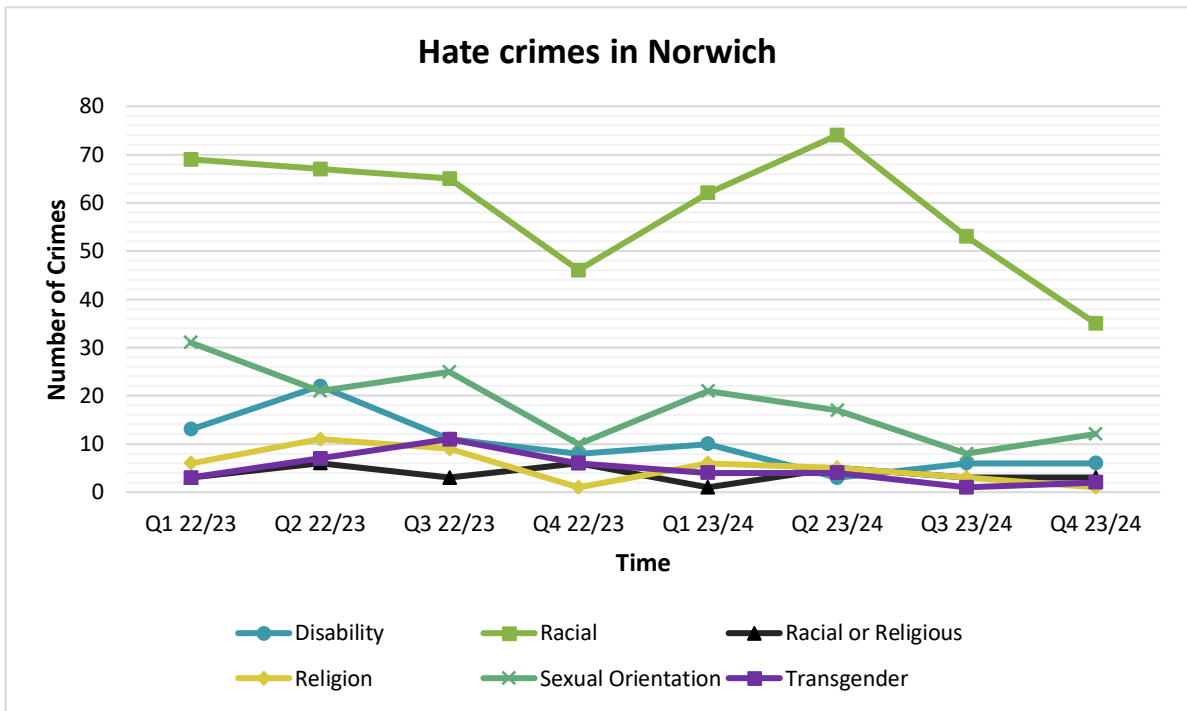


Hate crimes and incidents

88. A hate incident is any incident which is perceived by the person, or any other person as being motivated by prejudice or hatred. It may or may not be a crime.
89. Hate crimes are crimes committed against someone because of their protected characteristic. It is likely that the majority of hate crimes or incidents are not reported; therefore, higher figures do not always represent more crime, but possibly more reported crime due to more awareness or confidence in reporting.
90. Since the reporting of the total number of hate crimes and incidents in last year's Equality Information Report, Norwich has seen a slight decrease in this figure, with 392 crimes and incidents being reported between the first quarter of the 2023-2024 and the fourth quarter of the 2023-2024 financial year. This represents a decrease of 164 hate crimes and incidents (29.5%) over the same time period.
91. The table on the following page provides a detailed breakdown of the number of both hate crimes and incidents which were reported within Norwich between the first quarter of 2022/2023 and the fourth quarter of 2023/2024.

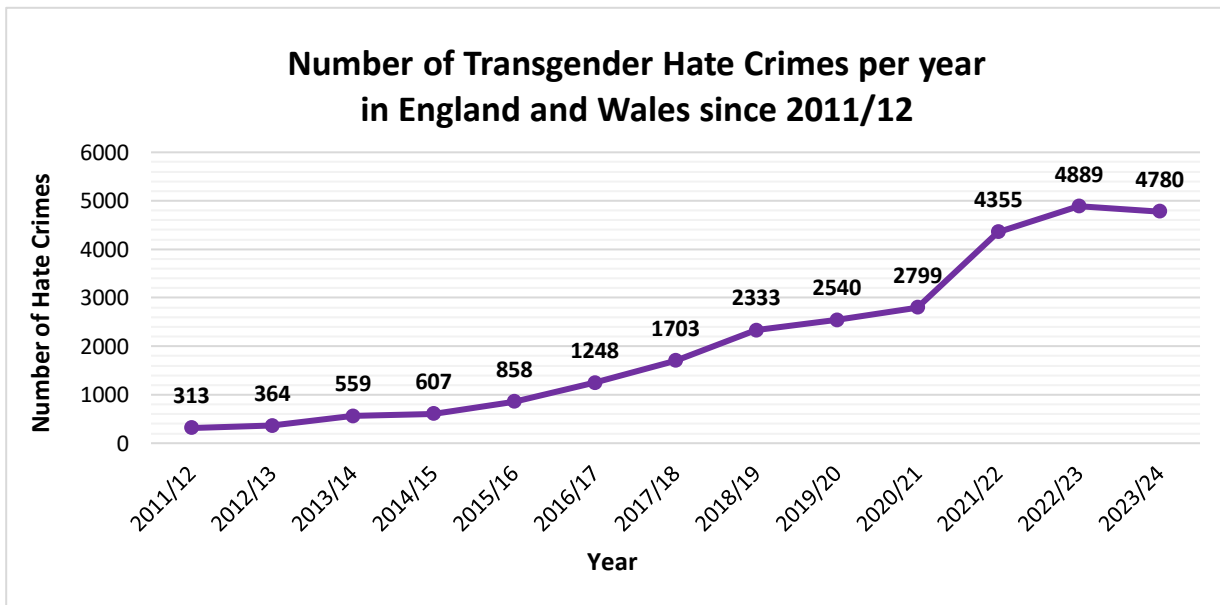
Type	2022-2023 Q1	2022-2023 Q2	2022-2023 Q3	2022-2023 Q4	2023-2024 Q1	2023-2024 Q2	2023-2024 Q3	2023-2024 Q4
Crimes	125	134	124	77	104	108	74	59
Disability	13	22	11	8	10	3	6	6
Racial	69	67	65	46	62	74	53	35
Racial or Religious	3	6	3	6	1	5	3	3
Religion	6	11	9	1	6	5	3	1
Sexual Orientation	31	21	25	10	21	17	8	12
Transgender	3	7	11	6	4	4	1	2
Incidents	30	10	30	27	18	4	11	14
Disability	4	0	3	4	5	0	0	2
Racial	15	5	17	19	12	2	8	8
Religion	3	0	3	2	0	0	1	1
Sexual Orientation	5	2	3	2	0	1	2	2
Transgender	3	3	4	0	1	1	0	1
Total	155	144	154	104	122	112	85	73

92. The charts below shows that racial crimes continue to account for largest type of hate crimes and incidents reported.



93. The number of hate crimes against individuals identifying as Transgender has seen significant growth over the last decade. The number of Transgender related hate crimes taking place nationally remains considerably higher than 10 years ago.

94. The graph below illustrates this trend, and the number of Transgender related hate crimes recorded in England and Wales since 2011/12. The figures for 2023/24 are correct as of 10 October 2024.



95. This data formed part of the evidence base that informs our new Safer Norwich Strategy for 2023 to 2026, which identifies specific activities we will take to help improve the safety across our communities and neighbourhoods.

CUSTOMERS

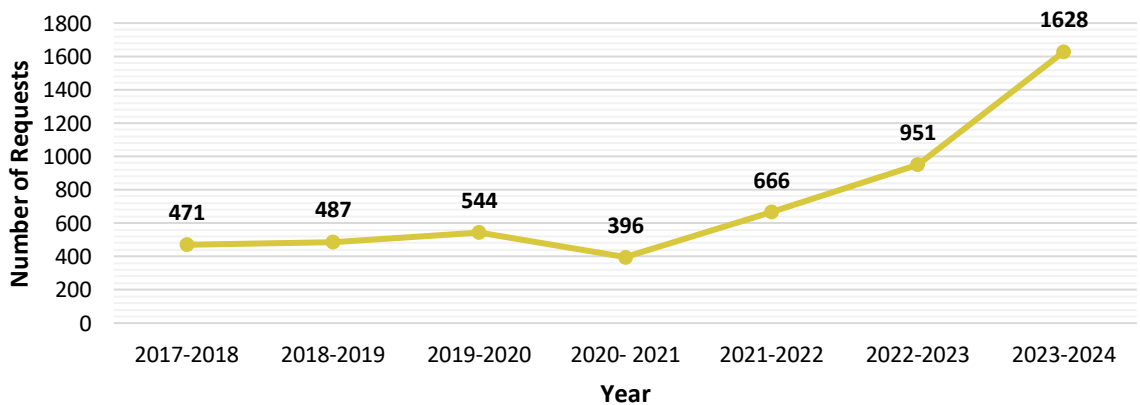
Translations and interpretations

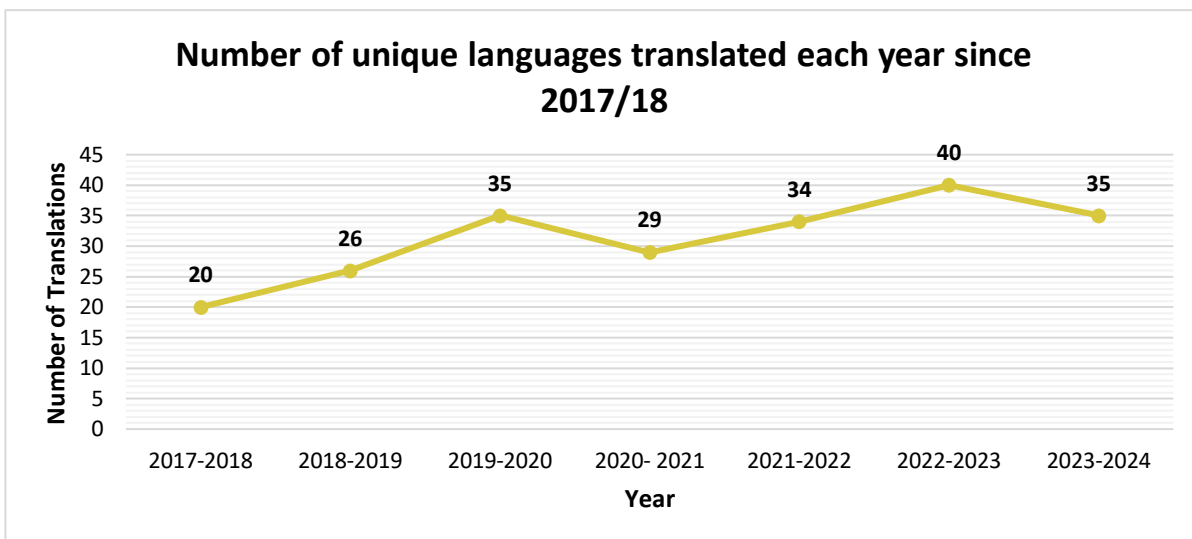
96. The Council has seen a 71% increase in the number of translations and interpretations conducted for its customers this year. However, the number of different languages requested decreased from 40 to 35.

10 Most Requested Languages

2018-2019	2019-2020	2020- 2021	2021-2022	2022-2023	2023-2024
Lithuanian	Arabic	Lithuanian	Arabic	Arabic	Arabic
Hungarian	Lithuanian	Portuguese	Lithuanian	Lithuanian	Kurdish - Sorani
Arabic	Polish	Arabic	Polish	Polish	Lithuanian
Portuguese	Portuguese	Hungarian	Bengali	Kurdish - Sorani	Ukrainian
Vietnamese	Kurdish - Sorani	Romanian	Kurdish - Sorani	Ukrainian	Pashto
Kurdish - Sorani	Hungarian	Polish	Italian	Portuguese	Polish
Mandarin	Romanian	Spanish	Portuguese	Romanian	Dari
Polish	Bengali	Bulgarian	Mandarin	Albanian	Tigrinya
Bengali	Amharic	Turkish	Sudanese Arabic	Tigrinya	Portuguese
Russian	Russian	Mandarin	Bulgarian	Vietnamese	Farsi

Requests for translatory services each year since 2017/18





Complaints

97. Below are a series of tables that provide a breakdown of the total number of complaints the Council received between 1 April 2023 to 31 March 2024 by race, age, disability status and sex.

Age	Count	Percentage
19 and under	1	0.04%
20-29	148	6.5%
30-39	300	13.2%
40-49	315	13.8%
50-59	310	13.6%
60-69	202	8.9%
70-79	162	7.1%
80-89	66	2.9%
90-99	12	0.5%
Unknown/declined to answer	761	33.4%
Total	2,277	

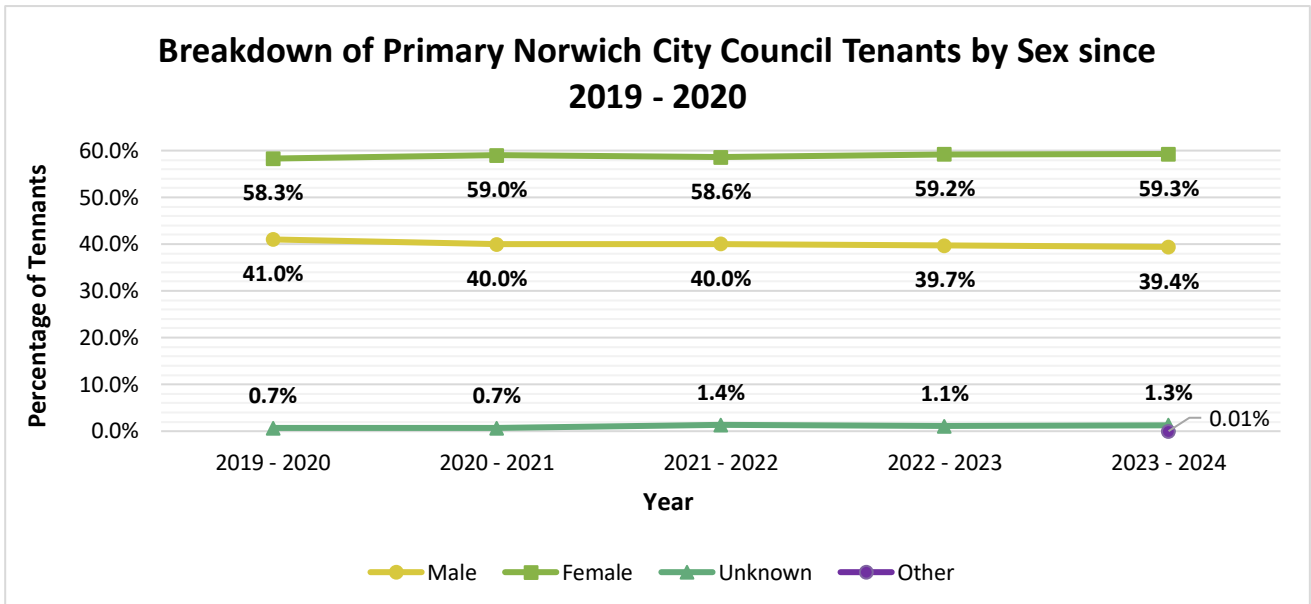
Disability	Count	Percentage
Non-Disabled	820	36%
Disabled	335	14.7%
Unknown/declined to answer	1122	49.3%
Total	2,277	

Race	Count	Percentage
Black African	20	0.9%
Black Caribbean	11	0.5%
Black Other	3	0.1%
Other	17	0.7%
Other Asian	5	0.2%
Other Mixed	12	0.5%
Romany Gypsy	1	0.04%
White & Asian	6	0.3%
White British	1160	50.9%
White European	40	1.8%
White Irish	11	0.5%
White Other	33	1.4%
Unknown/declined to answer	13	0.6%
Not recorded	945	41.5%
Total	2,277	

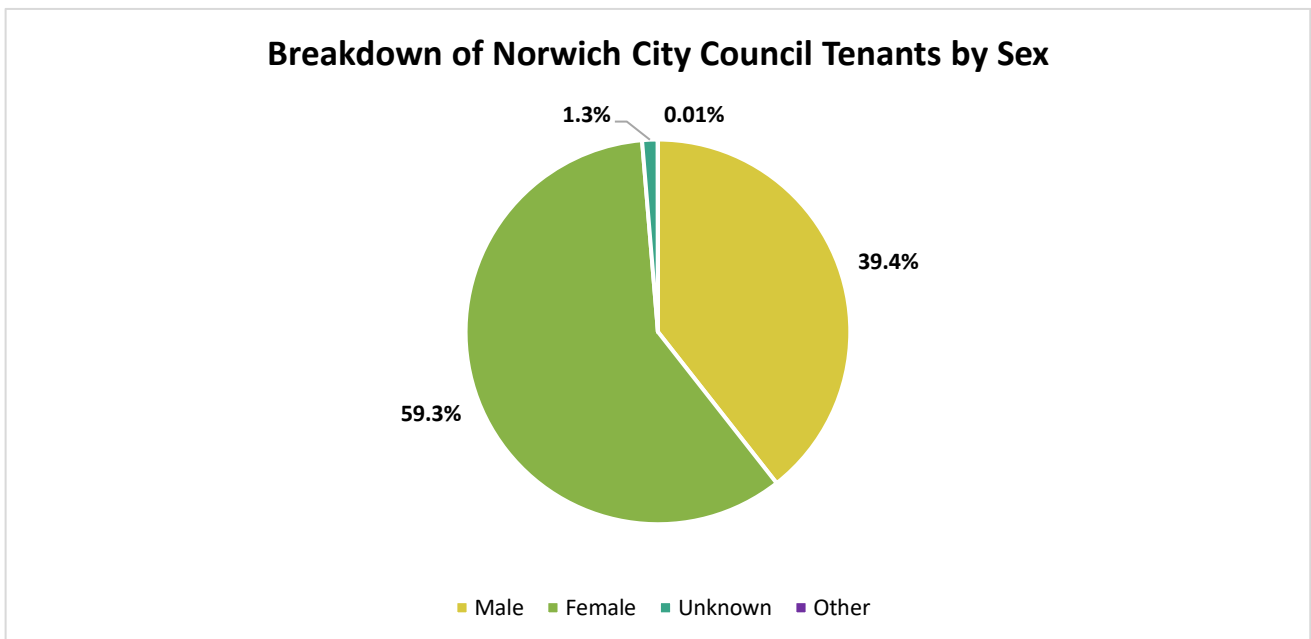
Sex	Count	Percentage
Female	1008	44.3%
Male	678	29.8%
Unknown/declined to answer	591	26%
Total	2,277	

Tenant profiles

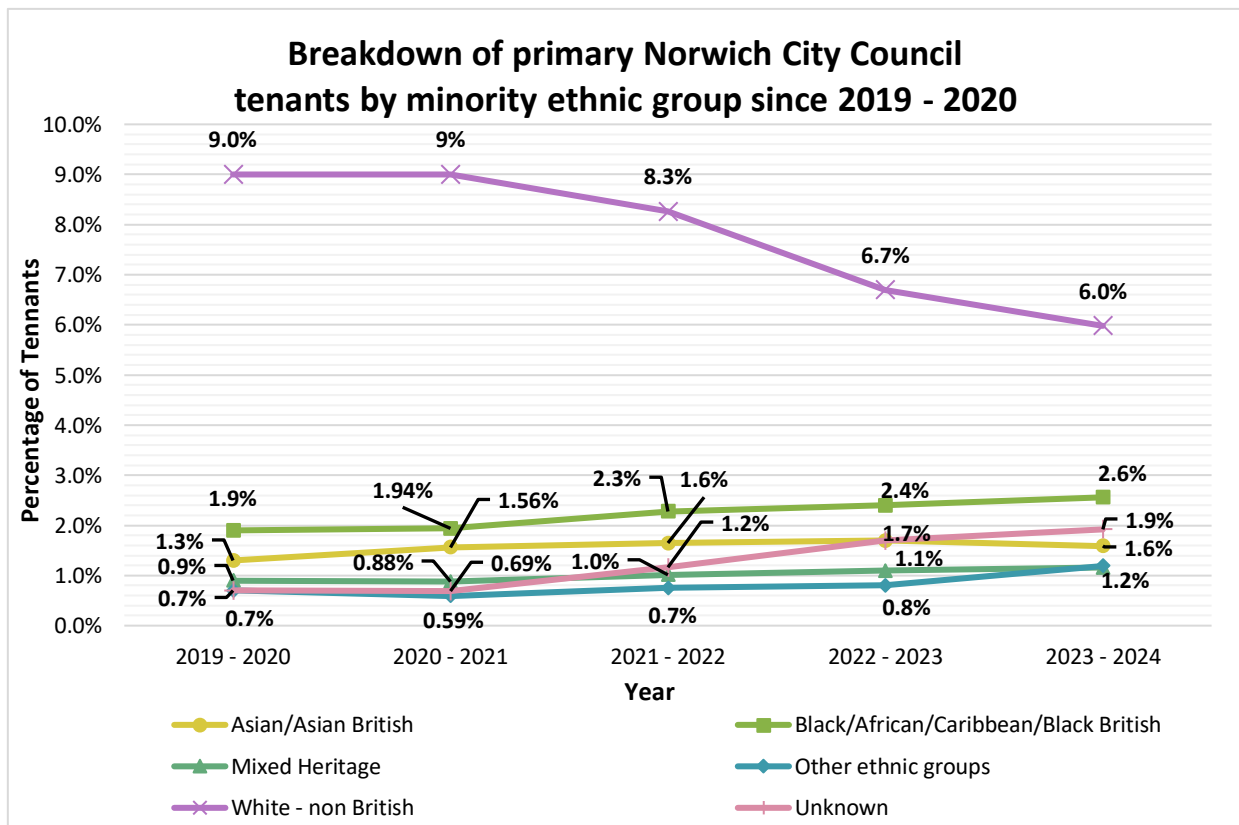
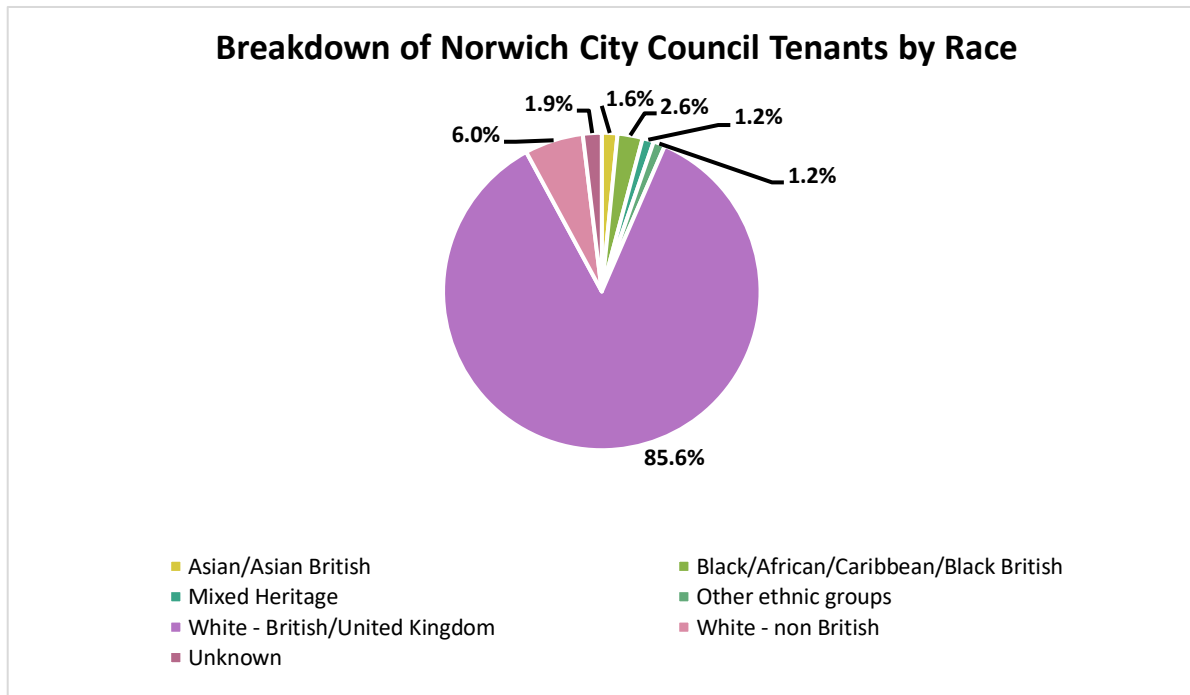
98. The tenant data in this section relates to the named lead Norwich City Council tenant, and not all occupants of the household, as of 31 March 2024. The charts below show the sex, race, age, and disability declaration breakdowns along with the five-year trends for each characteristic.



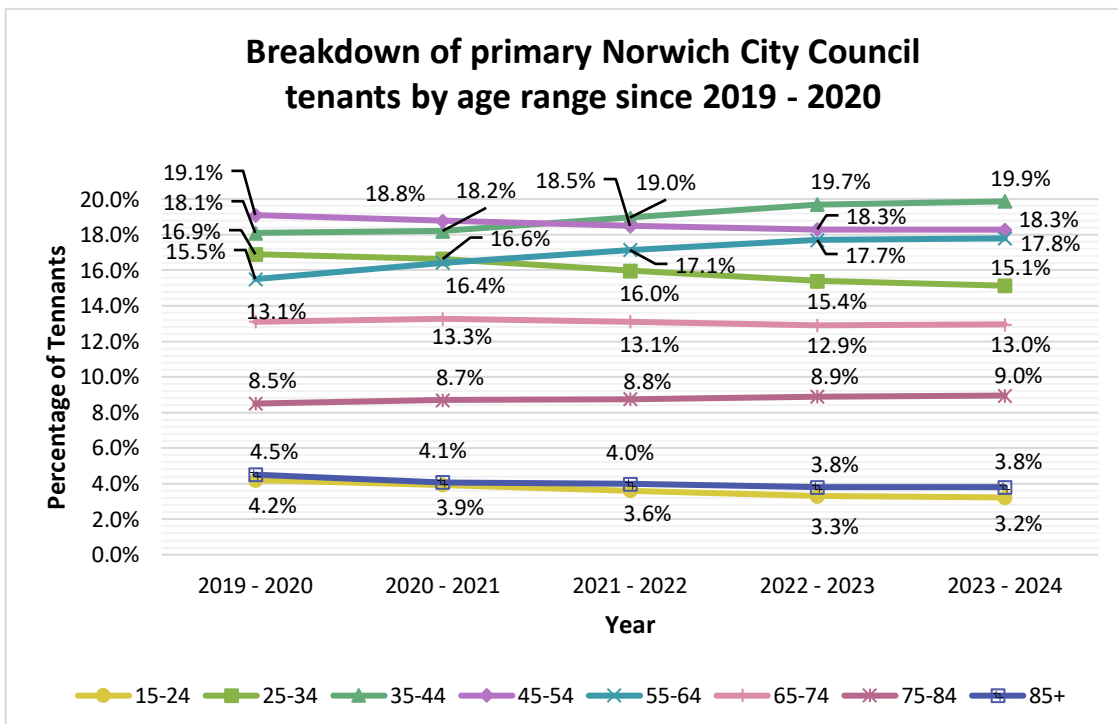
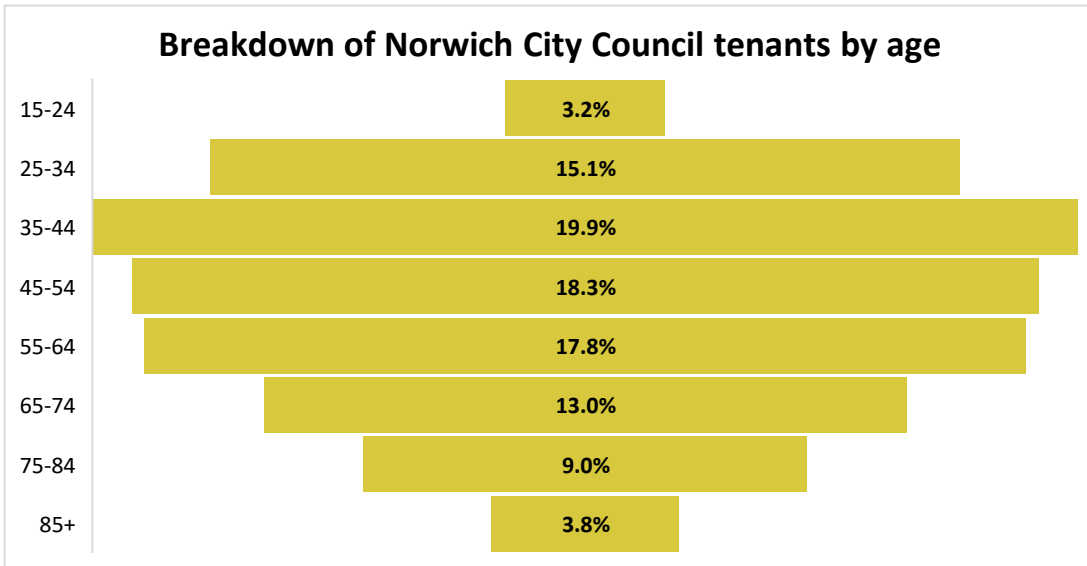
99. There has been little to no change in the distribution of our tenant's sex, with female tenants being more common than male, at around 60% compared to 40%.



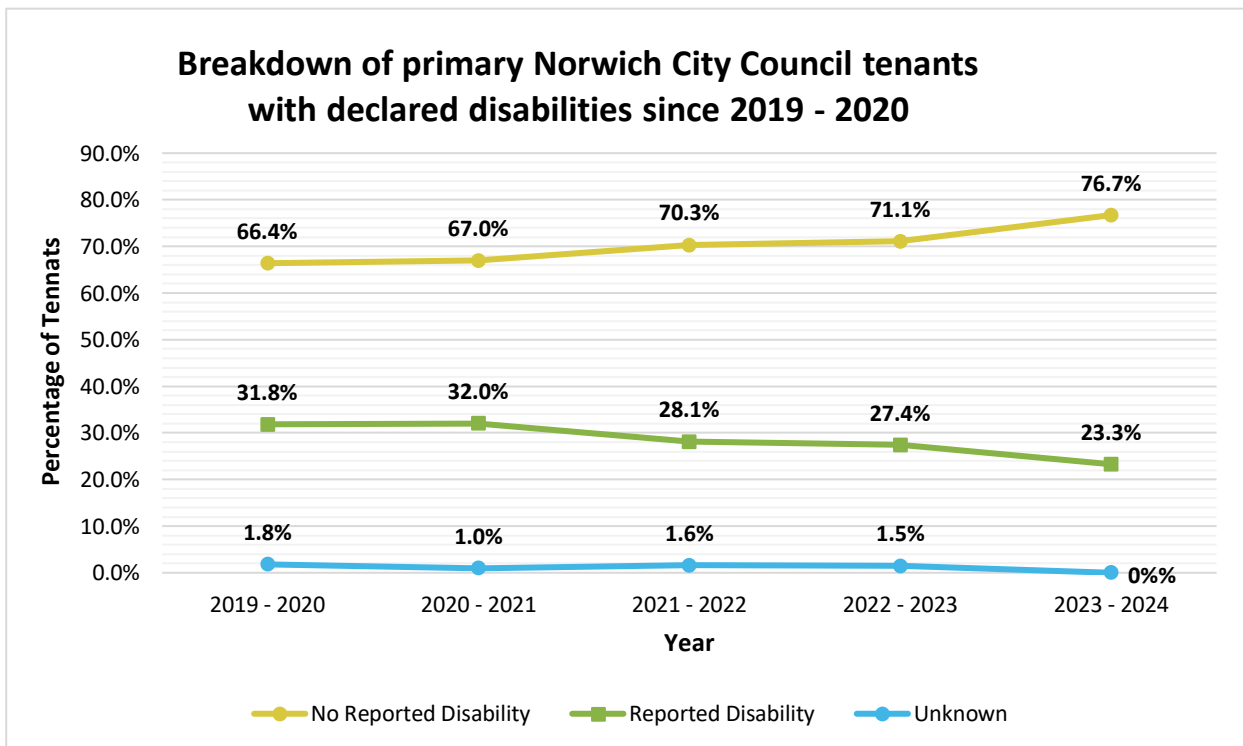
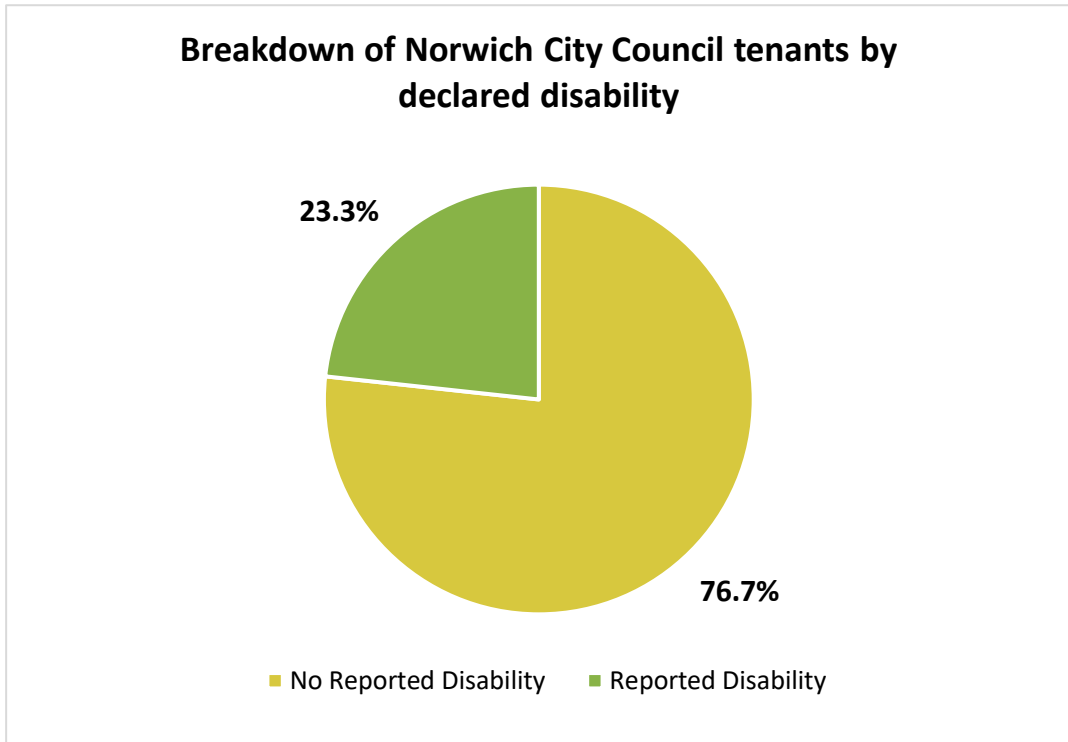
100. Shown below is the changing distribution of minority ethnic groups in Council homes. Most residents are White British (85.6%), and this hasn't changed significantly over the last 5 years. We do see more significant change in the representation of minority ethnic groups however, with White, non-British residents falling since 2020-2021 and slight growth in the number of all other 'non-white' ethnicities.



101. There has been minimal change in the distribution of our tenant's ages over the last year, with the most common age range remaining 35-44. However, the number of 55-64-year-olds has steadily increased over the last five years, becoming the third largest demographic, overtaking 25-34-year-olds. This means that 43.5% of our tenants are 55 years of age and older.



102. There has been a steady decrease in the number of tenants declaring disabilities, from 31.8% in 2019-2020 to 23.3% in 2023-2024. 6.9% of those who declared a disability reported a disability relating to mental health.



EMPLOYEES

Profiles

103. The diversity figures in this report are based on a headcount of a total of 734 employees, as of 31st March 2024, and are taken from the Council's Human Resources system. Employees who are not paid directly by Norwich City Council are not included in the analysis, nor are agency workers/contractors.

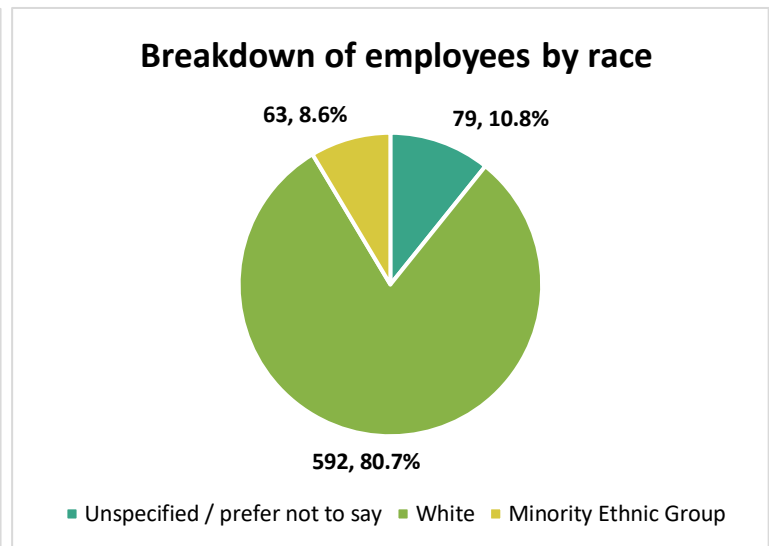
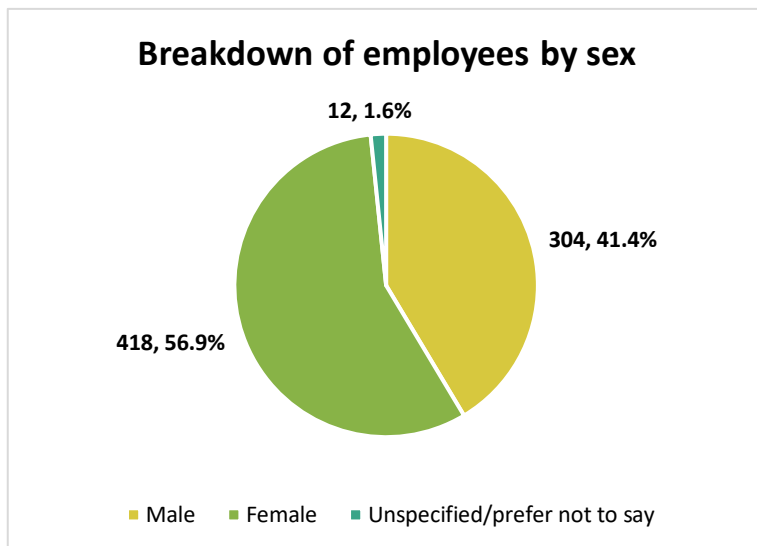
104. The table below shows the overall declaration rates for each reported characteristic as of 31 March 2024.

Protected Characteristic	Proportion (%)	Number of employees
Sex	98.4%	722
Race	89.2%	655
Disability	96.5%	708
Sexual Orientation	26.6%	195
Age	100%	734
Religion or belief	37.7%	277

105. The data presented below shows the Council's workforce by protected characteristic as of 31 March 2024. Workforce composition by sex, race, disability, sexual orientation, age and religion.

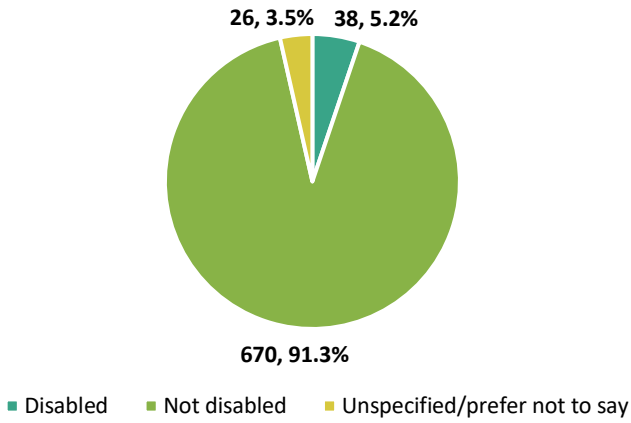
106. Also included is the breakdown of employees by working pattern. Norwich City Council offers a variety of flexible working arrangements, enabling eligible employees to apply to change the way they work. Job applicants can apply for any council position advertised (unless otherwise stated) on a full-time or part-time basis.

107. The breakdown in the graphs is shown as both a numerical value and the percentage this value equates to, out of the total number of Council employees.

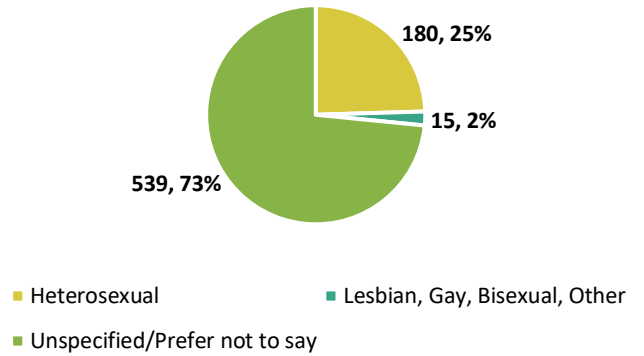


Please note: the data for race is not divided into specific minority ethnic groups as it is not appropriate to publish datasets which are based on fewer than ten employees, with the lower number posing a risk to employee confidentiality.

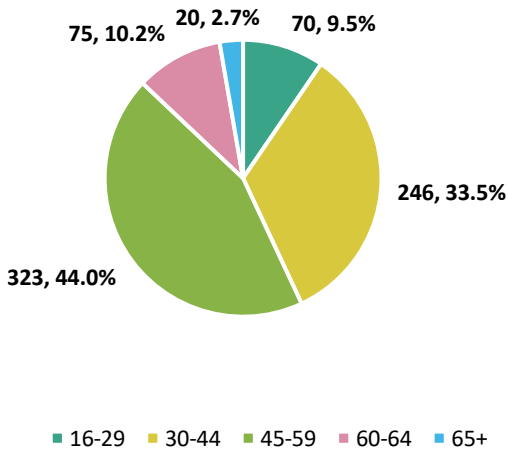
Breakdown of employees by disability



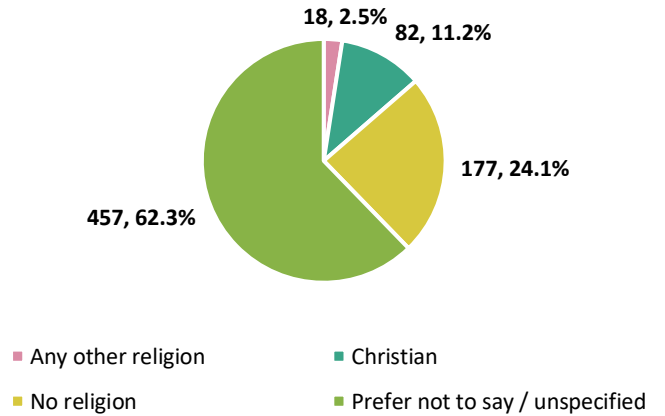
Breakdown of employees by sexual orientation



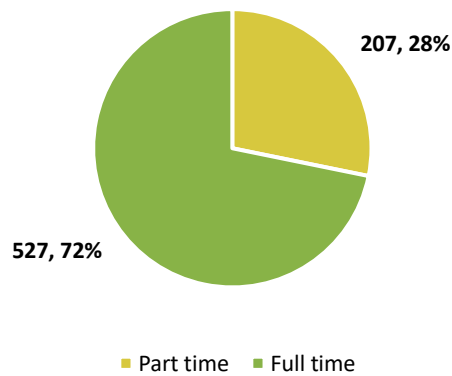
Breakdown of employees by age



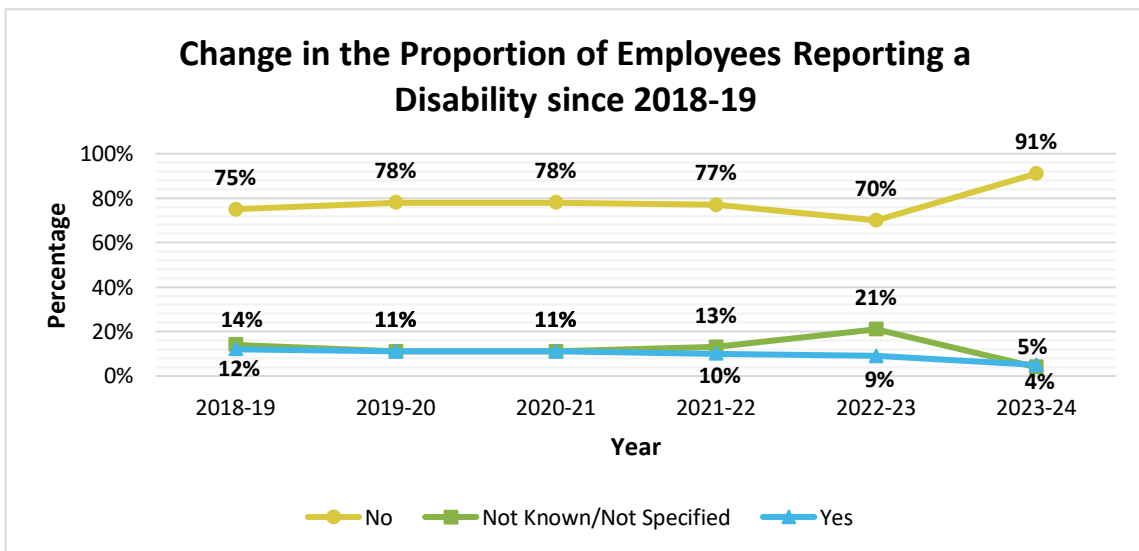
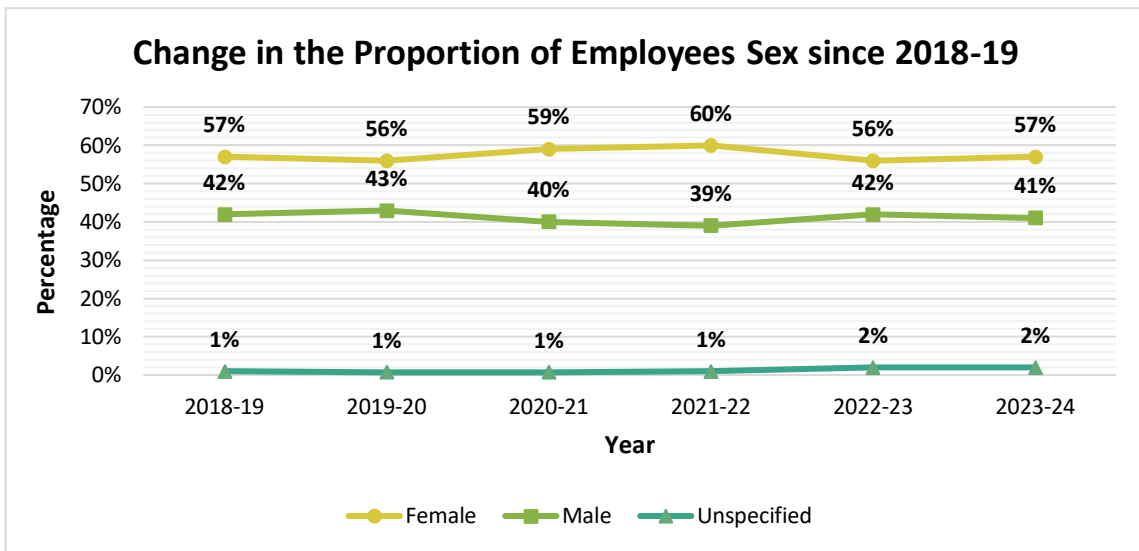
Breakdown of employees by religion or belief



Breakdown of employees by working pattern

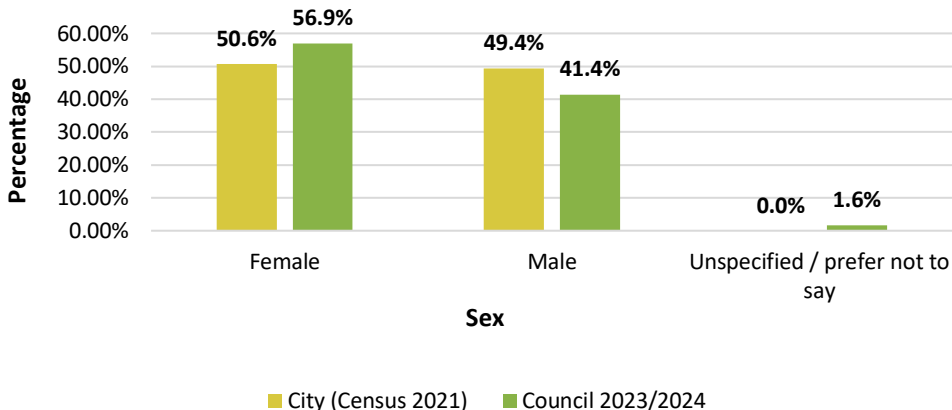


108. The graphs below demonstrate there has been very little change in the sex profile of our employees over the last six years. However, this year shows an increase in the number of employees without a disability; this change can be attributed to an increase in the number of employees declaring whether they have a disability or not. Latest data indicates that 4% of our workforce (who chose to answer the question) are reporting a disability.

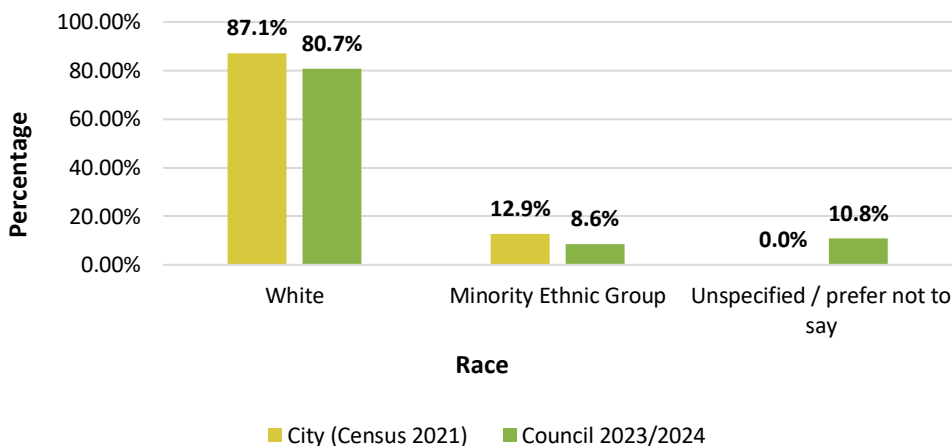


109. The report has already highlighted that the Council's goal is to reflect the economically active community in its employees. Below are comparisons, using 2021 census data, comparing employee demographics, to those of the city by sex, race, disability and religion or belief.

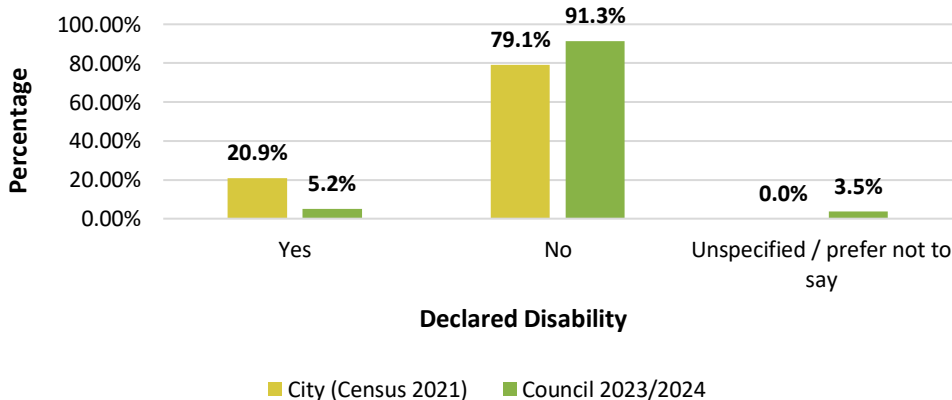
Comparing proportion of the sexes between the city and the Council

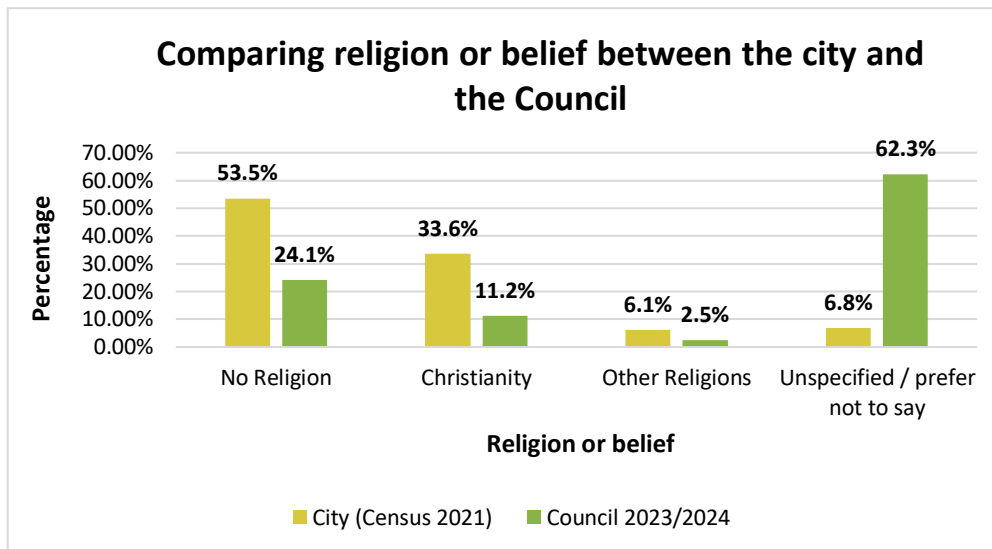


Comparing race between the city and the Council



Comparing declared disabilities between the city and the Council





110. For disabilities, the ‘Yes’ response in the Census includes those reporting both severe and mild impact on day-to-day living. One assumption that could be made is that those experiencing severe impacts on their day-to-day lives are unlikely to be economically active. Making this assumption and excluding them from this analysis gives a better comparison between our employees and the economically active in our local community, shown below. In addition, a significant proportion of Council employees (3.5%) have either not answered or stated ‘prefer not to say’ when asked if they consider themselves to have a disability. Work with employees to encourage them to disclose this information will provide a more accurate picture.

111. In general, the Council still has room to improve in reflecting its local economically active population in its employee profile. It is important to note that this data is taken from the Census data for population, and therefore includes citizens that are not economically active. This, combined with the proportion of employees not answering/preferring to not respond makes analysing the data quite difficult. Regardless, it is still clear that we need to promote employment of those with a disability as well as those from religious and minority ethnic groups.

112. The data for disciplinary, grievance, leavers, and promotions for the year 2023/24 is not appropriate to publish as the datasets are based on fewer than ten employees and the lower numbers pose a risk to employee confidentiality.

Recruitment

113. The Council has sought to continue to attract, retain and develop diverse talent through our recruitment strategies and use of social media to promote opportunities. Its recruitment practice is inclusive, ensuring job advertisements are checked for accessible language and include positive statements. All are open to reasonable adjustments to support the recruitment process.
114. The data in the table overleaf shows the numbers of applicants at different stages of the recruitment process between 1 April 2023 and 31 March 2024. All aspects of the recruitment process are reported in relation to each of the following characteristics: race, disability, and sex.
115. During the period 1 April 2023 and 31 March 2024 there were a total of 1,224 applicants for Norwich City Council vacancies and 121 were successful at interview.

Characteristic	Applicants	Offered
Race		
Asian, Asian British, Asian Welsh	152 (12.4%)	10 (8.3%)
Black, Black British, Black Welsh, Caribbean or African	69 (5.6%)	4 (3.3%)
Mixed or multiple	43 (3.5%)	5 (4.1%)
Unspecified or prefer not to say	18 (1.5%)	2 (1.7%)
White	931 (76.1%)	100 (82.6%)
Other ethnic group	11 (0.9%)	0 (0%)
Sex		
Female	539 (44%)	59 (48.8%)
Male	681 (55.6%)	61 (50.4%)
Unspecified or prefer not to say	4 (0.3%)	1 (0.8%)
Disability		
Disabled	89 (7.3%)	7 (5.8%)
Non-disabled	1,086 (88.7%)	110 (90.9%)
Unspecified or prefer not to say	49 (4.0%)	4 (3.3%)
Totals	1224	121

116. The Covid-19 pandemic forced the Council's culture to change rapidly with an unexpected and first-time move to mass home working. A hybrid working policy was developed during this time and went live in April 2022. A hybrid working approach allows colleagues the flexibility of some home working while attending the office according to business and personal requirements. The Council ensures that colleagues who require workplace adjustments are fully supported as hybrid workers and equipment is provided if appropriate.

117. In the majority of the Council's service areas, it operates flexible working to carry out duties during a range of hours. A variety of flexible working arrangements are offered, enabling eligible employees to apply to change the way they work. This includes the ability to apply for any position on a full or part time basis. The Council is also open to requests for term-time or annualised hours or compressed working hours.

Gender pay gap

118. Our latest gender pay gap was published 31 March 2024 for the year 1 April 2022 to 31 March 2023. In line with the statutory requirements, the report for Norwich City Council's Gender Pay Gap for 31 March 2024 is due to be reported by 31 March 2025. This will be made available on the Norwich City Council website and Gov.uk [here](#).

Useful links

[Community safety in Norwich](#)

[Community support | Norwich City Council](#)

[Cost of living support in Norwich](#)

[Equality Act 2010](#)

[Get Talking Norwich](#)

[Greater Norwich Homelessness Strategy 2020-2025](#)

[LUMi - Community portal](#)

[Norwich 2040 City Vision](#)

[Norwich City Council's Community-Led Plan 2024-2029 - 'We are Norwich'](#)

[Norwich Economic Strategy 2019-2024](#)

[Norwich Good Economy Commission](#)

[Norwich Food Network](#)

[Norwich Food Poverty Action Plan](#)

[Norwich Town Deal](#)

[Public Sector Equality Duty](#)

Further Information and Accessibility

If you would like any further information about the contents of this report, please call us on 0344 980 3333 or email us at strategy@norwich.gov.uk

If you need this report in a different format like large print, accessible PDF, audio recording or Braille, please follow our advice on our accessibility page: www.norwich.gov.uk/accessibility or call us on 0344 980 3333.

Should you require this report in an alternative language, please follow our advice on our interpretation and translation page: <https://www.norwich.gov.uk/intran> or call us on 0344 980 3333.x

The Council aims to make all the ways that we communicate accessible for everyone, including those with impairments to vision, hearing, mobility, thinking and understanding. As the proportion of our communications that are digital continues to increase, changes we have made to make communications more accessible have been informed by Government's [Web Content Accessibility Guidelines \(WCAG\)](#). WCAG is based on four design principles, these being: perceivable, operable, understandable, and robust.

Examples of changes we have made to increase accessibility include:

- Making key documents and publications available as web pages rather than PDFs, for example Citizen and Tenants' and Leaseholders' Community (TLC) magazines. Content is also structured logically and can be navigated and read by a screen reader or other assistive technologies.
- Ensuring online content works well on mobile devices.
- Using descriptive links so users know where a link will take them, or what the downloadable linked content is.
- Providing text alternatives ('alt text') for any non-text content and the addition of subtitles to videos.
- Implementing simplified and uncluttered formats and design in all communications.
- Ensuring sufficient colour contrast for online and printed design.
- Ongoing review of information to ensure it can be easily understood with calls to action that provide a clear onward journey.

As per our 2024 Equality Information Report, in order to improve accessibility, we have chosen a consistent colour scheme that is accessible to individuals with vision impairments, such as colour blindness. This is designed in a way that avoids using clashing colours, as well as providing alternative identifiers for different data series, such as different shaped markers. The colour scheme was generated using [Venngage](#), a reliable online resource for accessible colour palettes.