



Public Sector Equality Duty

Report on Equality Information, 31 January 2012

1. Background
2. Types of information required
3. Sources of information
4. Service data
5. Data from MOSAIC
6. Data from the Housing Register
7. Consultations
8. Equality areas where we do not monitor data
9. Hate crime and domestic violence
10. Complaints
11. Employment
12. Other sources of equality information

1. Background

In October 2010, the Equality Act 2010 passed into law.

The Act extends protection under the law to eight 'protected characteristics': age, disability, gender reassignment, pregnancy/maternity, race/ethnicity, religion/belief, sex, and sexual orientation.

The Act places a general duty on public sector organisations: that they must have 'due regard' across all their functions to eliminate discrimination, advance equality of opportunity, and foster good relations between the different groups defined under the protected characteristics. This came into force on 5 April 2011.

On 10 September 2011, two further specific duties for public sector organisations came into force. These require public bodies to 'publish relevant, proportionate information demonstrating their compliance with the Equality Duty; and to set themselves specific, measurable equality objectives' (Home Office, 2011).

This report is published to fulfil Dacorum's initial requirement under the specific duties. It indicates where there are currently gaps in our equality information. The specific duty requires us to update our equality information at least annually and we will therefore add further information as we gather and analyse it in the coming months.

2. Types of information required

The Act asks us to provide data about the equality characteristics of our workforce, and about the equality characteristics of our communities, including information about the people who are using our services. Comparing the demographic make-up of our service users to that of the community could help us establish a number of things.

If a particular protected group is underrepresented, while this may be coincidence, it could potentially indicate a barrier for that group in accessing our services.

Overrepresentation of a particular group might in some instances serve as a proxy for poorer outcomes for that group, such as relative poverty or the experience of discrimination.

Building and analysing this evidence base will help us find out where we need to investigate further and set objectives to improve equality under the next stage of the specific duties.

3. Sources of information

Some equality data is held within services, because we asked for it at the point when the service was accessed.

This information is very useful to us. It is used in an anonymised form – we don't use it to look at individuals or at isolated requests for service – but when it is aggregated, it can give us an accurate picture of which parts of the community we are reaching.

However, for most of our services, we don't have complete data and it's therefore difficult to look at the overall proportions of people accessing that service.

The fourth part of this report therefore presents the information which we do hold within services but also explains what proportion of service users is represented by that information.

To back up the information held within services, we are using a tool called MOSAIC. MOSAIC is a profiling tool which makes predictions about the likely demographic makeup of households in the Borough. The fifth part of this report uses MOSAIC to profile households by ethnicity, age, gender and religion.

The next parts of the report deal with individual data sets held within services or functions, for the Housing Register and for this year's budget consultations. The eighth part of the report contains estimates for data which we do not monitor directly.

Section 9 looks at hate crime and domestic violence. Section 10 looks at complaints at the Council and section 11 deals with our equality concerns as an employer.

Section 12 discusses work underway to address gaps in our equality information and, finally, points to some other sources of information on equalities in Dacorum.

4. Service data

All the data in this section has been analysed at household level only, and aggregated and anonymised so that no individual can be identified from it.

Ethnicity

Benefits: 32.5% of people using our Benefits service have been asked for ethnicity monitoring information. 23.29% of this number chose not to supply the information. The ethnicity data presented here is thus for just under 25% of the total caseload.

Housing: The sample covers 10.4% of households within the Housing service.

Environmental Health: For Environmental Health, to assess access to the service, we looked at the ethnicity data we could derive on service requests at household level over a two year period. It was possible to derive data on ethnicity for just under 5% of these requests for service.

Anti-Social Behaviour: For Anti-Social Behaviour, to assess access to the service, we looked at the ethnicity data we could derive on service requests at household level over a two year period. It was possible to derive data on ethnicity for just over 8% of requests for service.

Old Town Hall: For the Old Town Hall, to measure access to the service, we looked at the ethnicity data we could derive at household level on customers who had booked within the last three years. It was possible to derive data on ethnicity for only just over 1% of this group.

Ethnic Origin	Dacorum %	Benefits Service user %	Housing Service user %	Environmental Health Service user %	Anti-Social Behaviour Service user %	Old Town Hall customer %
White: British	85.03	83.7	89.82	87.34	91.38	88.57
White: Irish	1.34	1.54	1.47	0.25	1.72	0
White: Any other White background	4.03	4.49	2.20	2.03	0.86	5.71
Mixed: White and Black Caribbean	0.49	0.68	0.64	0.25	0.86	0
Mixed: White and Black African	0.28	0.14	0.09	0.09	0	0
Mixed: White and Asian	0.56	0.29	0.09	0	0	0
Mixed: Any other Mixed background	0.49	0.47	0.18	0.25	0	0
Asian or Asian British: Indian	2.05	0.65	0.18	0	0	0
Asian or Asian British: Pakistani	1.62	1.44	2.02	2.28	1.72	0
Asian or Asian British: Bangladeshi	0.35	0.22	0.18	0.51	0	0
Asian or Asian British : Any other Asian background	0.49	1.97	1.10	2.53	0.86	0
Black or Black British: Caribbean	0.78	0.25	0.18	0.25	0	0
Black or Black British: African	1.20	1.76	0.83	1.27	0.86	2.86
Black or Black British: Any other Black background	0.14	1.18	0.73	1.77	0	2.86
Chinese	0.56	0.07	0	0	0	0
Any other ethnic group	0.56	1.11	0.28	0.76	0	0

Current data held on ethnicity

Age

Benefits: We were able to provide age data for all claimants using the Benefits service. The relatively low proportion of claimants in the lowest age band reflects that a number of 16-18 year olds may still be living in a parental household. The relatively high proportion aged 66 and over reflects the drop in income at the end of working life, resulting in increased eligibility for benefits.

Housing: We were able to derive age data at household level for just under 55% of users of the Housing service.

Environmental Health: We were able to derive age data at household level for just under 20% of requests for service falling under Environmental Health.

Anti-Social Behaviour: We were able to derive age data at household level for just over 30% of requests for service from the ASB team.

Old Town Hall: We were able to derive age data at household level for just over 6% of the Old Town Hall's customers. The low figure reflects in part the fact that many of the Old Town Hall's customers come from outside the Borough.

For each of these services, the proportion of unmatched data means that the differences from the Borough profile are not definitive.

Age range	Dacorum %	Benefits Service user %	Housing Service user %	Environmental Health Service user %	Anti-Social Behaviour Service user %	Old Town Hall customer %
16-25	10.62	7.06	6.09	10.63	15.25	2.35
26-35	14.46	14.78	12.34	17.23	22.30	15.88
36-45	16.33	16.48	14.32	16.72	16.67	10.59
46-55	13.76	14.48	13.65	13.58	12.91	21.18
56-65	9.55	12.95	14.18	11.34	11.97	17.06
66 and over	14.30	34.25	39.41	30.49	20.89	32.94

Current data held on age

Disability

The figure given for Dacorum is the percentage of people reporting a limiting long-term illness in the 2001 Census.

The figures for services are lower in part because they reflect instances in which people have claimed a service as the result of a disability rather than instances in which people consider themselves to have a disability or limiting long term illness.

The service figures combine data on households claiming a disability-related benefit or where a Disabled Facilities Grant adaptation has been carried out. This does not include households where a

claimant receives Income Support as the result of disability but receives no other disability-related benefit.

Benefits and Housing: We were able to match disability data to almost 100% of the users of these services.

Environmental Health: We were able to match disability data for just over 61% of requests for Environmental Health services.

Anti-Social Behaviour: We were able to match disability data for just under 74% of requests for service from the ASB team.

Old Town Hall: We were able to match disability data for just under 60% of the Old Town Hall's customers.

	Dacorum %	Benefits Service user %	Housing Service user %	Environmental Health Service user %	Anti-Social Behaviour Service user %	Old Town Hall customer %
Disability	13.8	13.08	7.26	5.41	4.86	1.19

Current data held on ethnicity

Households with dependent children

The figure for Dacorum is taken from the 2001 Census.

Benefits: We were able to match data on households with dependent children for 100% of this service.

Housing: We were able to match data on households with dependent children for just under 55% of households using this service.

Environmental Health: We were able to match data on households with dependent children for just under 20% of requests for Environmental Health services.

Anti-Social Behaviour: We were able to match data on households with dependent children for just under 30% of requests for service from the ASB team.

Old Town Hall: We were able to match data on households with dependent children for just over 6% of the Old Town Hall's customers.

	Dacorum %	Benefits Service user %	Housing Service user %	Environmental Health Service user %	Anti-Social Behaviour Service user %	Old Town Hall customer %
Households with dependent	31.57	32.17	27.61	38.30	41.04	34.12

children						
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Current data held on households with dependent children

5. Data from MOSAIC

MOSAIC again holds data at household level only, and the data is aggregated and anonymised so that no individual can be identified from it.

MOSAIC doesn't always match exactly with other reported equality information, such as Office of National Statistics estimates or the categories with which people themselves identify.

For example, data on the ethnicity of the Borough from the Office of National Statistics is classified differently to MOSAIC's categories. Moreover, MOSAIC's equality categories are not mutually exclusive and will not total 100%:

MOSAIC is therefore most useful to us when comparing like with like. We can compare the MOSAIC profile of our service users to the MOSAIC profile of the Borough and this will give us a starting point from which to investigate whether a group is really under or over-represented. In each case, following the information provided by our service users, this report compares MOSAIC's predictions about the characteristics of the users of that service to those of the Borough.

Benefits: We were able to derive data for 97.5% of the Benefits caseload.

Housing: We were able to derive data for 99.9% of the Housing caseload.

Environmental Health: We were able to derive data for just over 61% of requests for Environmental Health services.

Anti-Social Behaviour: We were able to derive data for just under 74% of requests for service from the ASB team.

Old Town Hall: We were able to derive data for 59.7% of the Old Town Hall's customers.

For each of these services, the proportion of unmatched data and the predictive nature of MOSAIC's data means that the differences from the Borough profile are not definitive.

Ethnicity	Dacorum %	Benefits %	Housing %	Environmental Health %	Anti-Social Behaviour %	Old Town Hall %
British Isles	86.75	86.98	88.98	87.38	85.22	86.97
English	63.47	63.12	64.53	63.86	61.39	63.66
Celtic	16.10	16.42	16.88	16.17	16.18	16.10
Irish	7.18	7.43	7.57	7.35	7.65	7.21
Western European	3.19	2.98	2.74	2.98	3.03	3.17
Eastern European	1.81	2.07	1.75	1.77	2.31	1.48
Hindu	1.37	1.15	0.90	1.27	1.47	1.52
Pakistani	1.20	1.18	0.96	1.19	1.48	1.24
Italian	1.09	1.03	0.92	1.03	1.12	1.10
Hispanic	0.73	0.77	0.66	0.70	0.86	0.67
Black African	0.61	0.77	0.62	0.62	0.96	0.49
Sikh	0.56	0.47	0.40	0.55	0.60	0.64
Other Muslim	0.50	0.49	0.38	0.46	0.57	0.50
Chinese	0.41	0.39	0.31	0.37	0.41	0.39
Greek/Greek Cypriot	0.33	0.27	0.22	0.30	0.31	0.38
Jewish / Armenian	0.29	0.22	0.19	0.24	0.22	0.32
Bangladeshi	0.26	0.28	0.23	0.27	0.34	0.26
Other East Asian	0.24	0.23	0.19	0.22	0.25	0.24
Tamil and Sri Lankan	0.24	0.23	0.18	0.23	0.30	0.24

Turkish	0.23	0.24	0.20	0.22	0.30	0.22
Black Caribbean	0.06	0.06	0.06	0.06	0.07	0.05
Somali	0.05	0.06	0.04	0.05	0.07	0.04
Unclassified	0.09	0.10	0.08	0.09	0.11	0.08

MOSAIC data on ethnicity

Age range	Dacorum %	Benefits %	Housing %	Environmental Health %	Anti-Social Behaviour %	Old Town Hall %
18 – 25	3.35	4.76	3.91	3.48	5.20	2.32
26 – 30	6.22	8.21	6.86	6.64	9.69	4.10
31 – 35	8.56	9.70	8.05	8.70	10.74	6.58
36 - 40	10.21	9.97	9.34	10.26	11.08	9.78
41 - 45	11.35	10.15	10.12	11.31	11.53	11.75
46 - 50	11.81	10.07	10.97	11.75	11.15	12.88
51 - 55	10.73	8.79	9.81	10.55	9.77	11.89
56 - 60	8.36	6.24	6.54	7.99	6.83	9.79
61 - 65	7.77	5.60	5.78	7.32	5.82	9.18
66 - 70	5.28	5.26	5.43	5.31	4.20	5.80
71 - 75	4.71	5.20	5.45	4.85	3.87	4.98
76 - 80	5.09	6.51	7.05	5.17	4.41	4.92
81 - 85	4.61	6.81	7.68	4.75	4.10	4.20
86 - 90	1.40	1.97	2.18	1.40	1.16	1.29

91+	0.56	0.76	0.84	0.55	0.46	0.52
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MOSAIC data on age

Gender	Dacorum %	Benefits %	Housing %	Environmental Health %	Anti-Social Behaviour %	Old Town Hall %
Male	47.93	46.20	45.77	47.64	47.59	48.38
Female	52.07	53.80	54.23	52.36	52.41	51.62

MOSAIC data on gender

Religion	Dacorum %	Benefits %	Housing %	Environmental Health %	Anti-Social Behaviour %	Old Town Hall %
Particular religion	49.54	48.63	49.37	49.25	46.90	50.84
No particular religion	50.46	51.37	50.63	50.75	53.10	49.16
Church of England/Anglican/Episcopal	36.52	35.11	36.12	36.19	33.02	37.40
Roman Catholic	10.82	10.82	10.83	10.81	11.01	11.03
Muslim	1.54	1.80	1.54	1.57	2.08	1.48
Hindu	0.99	0.91	0.75	0.95	1.11	1.09
Jewish	0.62	0.41	0.33	0.48	0.39	0.73
Sikh	0.59	0.59	0.53	0.61	0.70	0.63
Buddhist	0.32	0.30	0.25	0.29	0.31	0.33

MOSAIC data on religion

6. Data from the Housing Register

Dacorum recently launched a new Choice Based Lettings system. All applicants on the Housing Register were asked to re-register and the demographic data presented here is a complete 'snapshot' view for the service. The new system had 3130 active applicants as of 12 January 2012. This is a reduction from more than 6000 applications on the old register. This could suggest that re-registration may not yet be complete; however, as the 6000+ figure included many inactive registrations the new figure is likely to be a more accurate reflection of housing need.

Ethnic Origin	Dacorum %	Service user %
White: British	85.03	86.38
White: Irish	1.34	0.90
White: Any other White background	4.03	3.07
Mixed: White and Black Caribbean	0.49	0.64
Mixed: White and Black African	0.28	0.29
Mixed: White and Asian	0.56	0.22
Mixed: Any other Mixed background	0.49	0.51
Asian or Asian British: Indian	2.05	0.42
Asian or Asian British: Pakistani	1.62	2.40
Asian or Asian British: Bangladeshi	0.35	0.22
Asian or Asian British : Any other Asian background	0.49	0.86
Black or Black British: Caribbean	0.78	0.42
Black or Black British: African	1.20	2.05
Black or Black British: Any other Black background	0.14	0.35
Chinese	0.56	0.13
Any other ethnic group	0.56	0.51
Not stated on form	N/A	0.70

Housing Register data on ethnicity

Gender (of Lead Applicant)	Dacorum %	Service user %
Female	50.8%	59.09
Male	49.2%	40.91

Housing Register data on gender

Age (of Lead Applicant)	Dacorum %	Service user %
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17 and under	23.51	1.6
18- 24	7.04	20.6
25-34	13.79	28.4
35-44	16.64	16.4
45-54	13.96	10.8
55-64	8.75	9.0
65-74	8.08	6.2
75 +	7.02	6.6

Housing Register data on age

Disability data is recorded solely for the purpose of the housing application so is considered only in terms of its impact on the applicant's housing need. It is reported by the applicant and is not professionally assessed at the time of application.

Disability questions asked at application	% answering Yes
Do you consider yourself disabled?	9.78
Do you require an adapted property?	6.49

Housing Register data on disability

7. Consultations

Two consultations were monitored for demographic data. For the YouChoose budget consultation, of 83 responses, just under 69% supplied demographic data. For the Listening Day events, of 228 responses, 100% provided demographic data. Demographic data was collected and analysed independently of the consultation responses. The datasets are so small as to be easily skewed but for these responses, the breakdown was as follows:

Ethnic Origin	Dacorum %	YouChoose %	Listening Days %
White: British	85.03	85.96	51.1
White: Irish	1.34	0	0.9
White: Any other White background	4.03	5.26	43.9*
Mixed: White and Black Caribbean	0.49	0	0.5
Mixed: White and Black African	0.28	0	0.5
Mixed: White and Asian	0.56	0	0
Mixed: Any other Mixed background	0.49	0	0
Asian or Asian British: Indian	2.05	0	0.9
Asian or Asian British: Pakistani	1.62	0	0.5
Asian or Asian British: Bangladeshi	0.35	0	0

Asian or Asian British : Any other Asian background	0.49	1.75	0.5
Black or Black British: Caribbean	0.78	0	0.5
Black or Black British: African	1.20	0	0.5
Black or Black British: Any other Black background	0.14	0	0
Chinese	0.56	0	0
Any other ethnic group	0.56	5.26	.5

Monitoring data held on ethnicity

*Includes 'White: English, White: Scottish, White: Welsh' at Listening Day events

Age	Dacorum %	YouChoose %	Listening Days %
17 and under	23.51	0	1.3
18- 24	7.04	8.77	3.1
25-34	13.79	31.58	8.1
35-44	16.64	19.30	16.1
45-54	13.96	15.79	14.8
55-64	8.75	14.04	22.0
65+	15.10	10.52	34.5

Monitoring data held on age

Gender	Dacorum %	YouChoose %	Listening Days %
Female	50.8%	40.35	60.1
Male	49.2%	59.65	39.9

Monitoring data held on gender

Disability	Dacorum %	YouChoose %	Listening Days %
Yes, I consider myself to have a long standing illness, disability or infirmity	13.8	10.53	16.5

Monitoring data held on disability

8. Equality areas where we do not monitor data

For some equality characteristics, it is not considered advisable to monitor data directly.

Sexual orientation

In the 2001 census, 140 of 107,059 adults in Dacorum declared themselves to be living within a same-sex relationship. This equates to 0.13% of the population of the Borough. However, the answer to this question would not capture all lesbian and gay residents of the Borough. 2005 Treasury statistics estimated that around 6% of the UK population is gay or lesbian, which would give an approximate figure of 8574 residents of Dacorum. In the 2011 Voice Counts survey of LGB and T people living in Hertfordshire, 12 of 200 responses (6%) came from residents of Dacorum.

We do not ask our service users to disclose their orientation. We are working to implement the recommendations from the Voice Counts survey to ensure that our services respond appropriately to the needs of LGB and T people.

Gender reassignment and trans gender.

A 2009 study carried out by the Gender Identity Research and Education Society on behalf of the Home Office estimated the prevalence of people affected by Gender Dysmorphia in Hertfordshire at 31 people per 100,000 population.

We do not ask our service users to disclose whether they are trans gender or have undergone gender reassignment surgery. We have engaged with and will work with local support groups for trans people to ensure that our services respond appropriately to the needs of trans people.

9. Hate crime and domestic violence

Hate crime

Dacorum employs an Anti-Social Behaviour Officer who deals specifically with incidents of hate crime.

The figures for reports of hate crime over the two year period to October 20th 2011 are given here. In all cases, the complainant was contacted, the incident investigated and referrals made to appropriate agencies.

It is probable that these figures do not represent the true incidence of hate crime in the Borough. They represent incidents in which the Council is the lead agency: incidents which are too serious to be regarded as anti—social behaviour would be dealt with primarily by the police. The Equality and Human Rights Commission notes that hate crimes are underreported to statutory agencies; officers must also be alert in order to ensure that incidents are recorded correctly as hate crimes. Work has recently been done at DBC to increase staff awareness of hate crime and the need to record it.

These figures do not include incidents involving staff.

In this period, there were:

- 18 incidents of race-related hate crime
- 2 incidents recorded as having an age-related component

- 1 incident recorded as being motivated by religion
- 2 incidents recorded as being related to sexual orientation
- 3 incidents recorded as motivated by disability.

The ASB team is currently working with two voluntary sector organisations supporting people with learning disabilities to increase understanding of the support available in dealing with disability-related hate crime.

Domestic violence

Between 1 April 2011 and 31 December 2011, the reported incidence of domestic violence in Dacorum was 1.87 crimes per 1000 population. This equates to just under 270 incidents.

10. Complaints

DBC made significant changes to its complaints handling process at the end of June 2011. It was not possible to retain data on complaints received before that date so the following figures refer to contacts received through the complaints process on or after June 27th 2011. Where figures potentially allow complainants or other individuals to be identified, the information has been withheld.

- Two contacts were made in which the customer was dissatisfied over a race-related issue. In both cases the allegations were investigated and found to be unsubstantiated.
- In three cases, a disability was a key contributing factor in a complaint.
- In four cases, age was a key contributing factor in a complaint.

There were no other cases in which a protected characteristic was the source of a complaint. However, in a number of cases a protected characteristic exacerbated the circumstances of a complaint, for example, circumstances in which a repair or maintenance issue became more pressing because of the presence of young children or an older person.

- The presence of a child was an exacerbating feature in 16 complaints.
- The presence of a disabled person was an exacerbating feature in 11 complaints.
- The presence of an older person was an exacerbating feature in 13 complaints.
- The presence of a pregnant woman was an exacerbating feature in 4 complaints.

11. Employment

All staff at the Council are asked to supply equality-related information as part of their employment record, and all staff were asked to update this information in June 2010. The exercise was carried out on a voluntary basis and as a number of staff chose not to supply information, the information presented here is necessarily partial.

Demographic information by band

Staff bands have been amalgamated to provide a better representation of different roles within the Council and to allow information to be adequately anonymised.

Bands 1-8 represent non-managerial roles; bands 9-14 represent middle management roles; bands 15 and above represent senior management roles.

Ethnicity by grade

	Bands 8 and lower	Bands 9-14	Bands 15+
White: British	295	152	17
White: Irish	5	1	0
White: Any other White background*	38	13	3
Mixed: White and Black Caribbean	0	1	0
Mixed: White and Black African	0	0	0
Mixed: White and Asian	1	0	0
Mixed: Any other Mixed background	1	0	0
Asian or Asian British: Indian	3	3	0
Asian or Asian British: Pakistani	4	0	0
Asian or Asian British: Bangladeshi	0	0	0
Asian or Asian British : Any other Asian background	0	0	0
Black or Black British: Caribbean	4	3	0
Black or Black British: African	2	3	0
Black or Black British: Any other Black background	0	0	0
Chinese	0	0	0
Any other ethnic group	0	0	0
Declined to answer	172	34	8

Employment information on ethnicity

*Includes White: English, White: Welsh, White: Scottish

Gender by Grade

	Bands 1-8	Bands 9-14	Bands 15+
Male	253	89	18

Female	272	121	10
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Gender pay gap

	% of employees in the top 5% of earners who are of this gender
Male	68.57
Female	31.43

	% of all employees of this gender who are in the top 5% of earners
Male	6.67
Female	2.73

Employment information on gender

Age by Grade

	Bands 1-8	Bands 9-14	Bands 15+
Number of over-55s	131	46	4

Employment information on age

Disability by Grade

	Bands 1-8	Bands 9-14	Bands 15+
People reporting a disability	20	*	0

Employment information on disability

*redacted to avoid information which could identify individuals.

Workforce representation: Religion

Religion	Number in workforce
Christian	119
Atheist	16
Any other religion	13
Agnostic	*
Buddhist	*
Muslim	*
Hindu	*
Sikh	*
Jewish	*

Declined to answer	513
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Employment information on religion

*redacted to avoid information which could identify individuals.

Workforce representation: Sexual orientation

We are not publishing this information due to the possibility that someone could be identifiable as a result.

Grievance and Dismissal

We will not publish the number of grievance cases or dismissals by protected characteristic due to the possibility that someone could be identifiable as a result. We can report that in the years 2010 and 2011 there were no harassment grievance cases.

12. Other sources of equality information

The Housing service is undertaking a tenant profiling project to collect updated and accurate information on all service users. This will complement the data built up through new applications to the Housing Register.

We will spot-monitor a number of customer-facing services over the coming months to establish baselines which will let us gauge the impact of any changes we make.

We will continue to improve the quality of our data and to work towards and maintain a consistent, verified set of household records.

We will continue to raise awareness about monitoring and recording hate crime.

We will build on our existing links with other statutory agencies to make better use of existing sources of data.

We will build on our initial consultation with specialist organisations in the Borough to gain a better understanding of the issues affecting our service users around relevant protected characteristics.

We will encourage staff to complete equality information to enable us to build a better picture of our workforce.

You can find more information about the demographics of the Borough in the [Spotlight on Dacorum](#) section of our website.

You can find more information about our corporate approach to equalities in our [Single Equality Scheme](#).

You can find a selection of our [Equality Impact Assessments](#) on our website.