

# Annual Equality and Diversity Review 2018



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North Tyneside Council

## Introduction

North Tyneside Council aims to ensure that:

North Tyneside is a place where people feel safe and no one experiences discrimination or disadvantage because of their [characteristics](#), background or personal circumstances.

Our strategic plan, [Our North Tyneside Plan](#), is focused on ensuring that the Authority works better for residents. So as one of the borough's leading service providers and employers, we are committed to developing North Tyneside to be an inclusive place in which to live, work, visit and invest; and seek to achieve this by:

- considering equality and diversity in everything we do and challenging others to do the same
- meeting our legal equality duties under the [2010 Equality Act](#) and the [Public Sector Equality Duty](#)
- not tolerating discrimination, harassment and victimisation on any grounds
- undertaking, implementing and publishing actions from Equality Impact Assessments on significant decisions, policies, plans, practices and procedures
- ensuring people with protected characteristics feel listened to and have the opportunity to be involved in making decisions about our services
- working to build understanding amongst residents, employees, partners and elected members of the needs of different protected groups across North Tyneside
- taking account of, and responding to, the needs of residents and customers with protected characteristics when delivering our services
- working to create an environment where employees, elected members, residents and visitors are confident to be themselves
- striving to make our workforce more representative of the borough's population and the residents it serves, by ensuring equal access to jobs, training and career progression
- ensuring that people providing services on our behalf follow our approach to equality.

Our equality and diversity work is everyone's business and managed by Corporate Strategy and supported by the Deputy Mayor as Cabinet Champion for equality and diversity, our Senior Leadership Team (SLT), Corporate Equality Group, Young Mayor and Member of the UK Youth Parliament, Human Resources Service, trades unions, business partners, and the North East Regional Employers' Organisation's regional network of equality officers.

This review outlines what we have done to progress our equality work over the past year and how we will continue to seek to meet the aims of the Public Sector Equality Duty and the policy priorities of the [Our North Tyneside Plan](#) during the coming year through our focus on:

- Our Employees
- Our Behaviours and Attitudes
- Accessible Communications

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## Our highlights in 2017 - 2018

- Our service for children with special educational needs and disabilities (SEND) was described by Peer Review Inspectors as ‘very high quality’ with ‘a rich local offer’ and ‘highly responsive in helping schools and settings to address the needs of children’.
- Our Adult Learning Service was rated ‘good’ by Ofsted, who highlighted ‘they are particularly effective at providing courses for vulnerable learners with a poor education and job history. Staff provide training to enable vulnerable learners to gain in confidence and develop the skills that they need to benefit from job opportunities in the area’.
- We developed a network of Safe Places with staff trained to respond to registered Safe Place members who may be vulnerable due to a physical or learning disability or mental health problem and feel unsafe for whatever reason.
- We gained a better understanding of our LGBT+ children and young people, their experiences and the support they want through the conference and young people’s panel we organised.
- We introduced the North Tyneside Living Wage for people on our lowest pay grades, which now meets the hourly rate of pay recommended by the Living Wage Foundation.
- We increased the proportion of apprenticeship posts filled by Looked After Children, care leavers, children and young people with SEND and young people not in education, employment or training – from 32% in 2014 to 59% in 2017.
- We saw a 20% increase in the number of employees who are up to date with their equality and diversity training and raised staff awareness of equality issues through promotion of our equality calendar activities (see Focus 2 for more details).
- We created more specialist housing to meet the needs of people with learning and physical disabilities at Barr Close, Bude Court and the wider North Tyneside Living Project; and planned new developments at the Bonchester and Beadnell Court sites. We have also made new homes at Elm House and Mitford Gardens for young people leaving care, and developed new provision for vulnerable young people over 16 years old.
- We increased the accessibility of our electoral services by replacing temporary polling stations and, following public consultation, the introduction of a clearer, easier to read Canvas of Electors Household Enquiry Form.
- With support from service users, we launched the My Care North Tyneside website to enable all residents, but particularly people with care and support needs, to access information and advice to support them in their daily lives

- We commissioned an easy read version of our Adult Social Care Engagement Standards to help people with a disability to understand what they can expect from us.
- We secured funding from Sport England to install bespoke signage across all of our indoor sport and leisure sites to support people with dementia and in partnership with North Tyneside Age UK introduced 'Games for the Brain' at Tynemouth Pool.
- North Tyneside achieved the lowest smoking at time of delivery rate amongst pregnant women in the region at 10.9%.
- We have developed breast feeding support for women and babies in North Tyneside through the 0-19 children's public health service.
- We fully refurbished the multi sensory room at The Parks Sports Centre to support people with disabilities and saw bookings increase.
- Following consultation with people with disabilities our Leisure Service: ran a cafe event for people with learning disabilities; completed an audit of weight management programmes to test suitability for people with a learning disability; and reviewed our child weight management programme to ensure it is fully accessible to people with learning disabilities or who require additional support.

## **Our Corporate Equality Objectives:**

**Good employer:** Increase the proportion of North Tyneside Council staff agreeing in the Staff Survey that “I am treated with fairness and respect” to 75% by January 2019.

Our 2016 Staff Survey showed a 6 point increase across the Council, with 71% of staff agreeing with the statement.

**Business Management System (BMS):** To better communicate to the workforce how equality data is processed, stored and used in order to ensure a minimum 50% of the workforce provide equality data for each of the equality characteristics listed on the Business Management System (BMS) by March 2020.

We are in the process of undertaking a practice review that will examine the transactional HR processes undertaken in the organisation and also delivered via our Business Partner. This will ensure that we meet our data protection obligations, including informing our employees about how we use and process this sensitive data to enable them to have confidence in sharing data with us. This review is due to be completed in 2019.

**Equality Training:** 80% of staff and 100% of managers to have completed equality training by 31 March 2020 via the Corporate Workforce Development Programmes and Induction.

Following the introduction of reminders via our Learning Pool system, the development of a range of new learning resources, and targeting of specific services; by May 2018 47% of staff were up to date with their equality and diversity training, as were 36.7% of managers.

**Smoking prevalence:** To improve (reduce) the percentage of mothers smoking at time of delivery to be in line with the England rates by 1% by March 2018 and a further 1% by December 2018, as measured by the National Smoking Status at Time of Delivery return (SATOD).

A revised stop smoking service was introduced in October 2017. Training for midwives and health visitors has been undertaken. Northumbria Healthcare Foundation Trust implemented Smokefree NHS approach in April 2018. In autumn 2017 North Tyneside had the lowest SATOD rate in the region at 10.9% which is similar to England.

**Cumulative Impact of Welfare Reform:** Pilot the collection of data on the equality characteristics of residents impacted by Welfare Reform, in order to assess the feasibility of undertaking a cumulative impact assessment as individual reforms are implemented.

Data to measure the impact of the Social Sector Size Criteria (Bedroom Tax), Benefit Cap, Loss of Family Premium and back dating of Housing Benefit was collected and suggested it would be feasible to undertake a cumulative impact assessment as individual reforms were implemented.

These reforms were embedded in our processes and we made top up Discretionary Housing Payments to ensure many residents were not adversely affected. However these reforms are being replaced by Universal Credit, which is administered by the Department for Work and Pensions, so we no longer have access to data on the equality characteristics of claimants, but are reporting Universal Credit claim data to decision makers.

**Carers:** Increase the overall satisfaction of carers with social services from 43.4% (2014/15) to 47% (2018/19)

Carer satisfaction with social care services has increased to 45.5% demonstrating progress against this measure.

## Focus 1: Our Employees

We aim to ensure our workforce have the necessary knowledge, skills and behaviours, by supporting working practices that recognise differences and promote a culture of inclusiveness both within the workplace and in our service delivery.

### Key themes

#### What we know about our workforce

##### **Sex**

The percentage breakdown of men and women employed by North Tyneside Council has remained fairly static for a number of years, with around two-thirds of employees being female and a third male. This contrasts to the borough population of 53% female and 47% male (data is available [here](#) within Workforce Monitoring).

##### **Age profile**

34% of our employees are aged 45-54, 2% 65 and over, and 3.5% are 16-24. There has been an increase of 0.25% in the number of employees aged 65+ compared to last year. This is most likely a consequence of the pension age being increased and older workers remaining in employment (data is available [here](#) within Workforce Monitoring).

##### **Disability**

The number of employees reporting as disabled remains the same as last year at 2.7%. This contrast with a borough population of 20.6% (data is available [here](#) within Workforce Monitoring).

##### **Ethnicity**

89% of our employees are white, 2.1% are from black and minority ethnic (BME) communities - the main group being Asian or Asian British (1.2%). 8.5% have not declared this information. This contrasts to the borough population of 97% white, 3% (BME) with the main group Asian or Asian British (data is available [here](#) within Workforce Monitoring).

##### **Faith/Religion**

55% of our employees are Christian, 1.1% combined are Buddhist, Muslim, Sikh, Hindu, Jewish and other religions. 43.5% have no religion. This is broadly in line with the borough population, given that the percentage of people stating they have no religion is increasing as the proportion of those identifying as Christian falls. (data is available [here](#) within Workforce Monitoring).

##### **Sexual orientation**

14.5% of employees identify themselves as heterosexual, 0.1% bisexual, 0.2% gay or lesbian. 85.2% of employees have not declared their sexual orientation. These figures remain largely the same as the previous year with a slight decrease in the number of gay or lesbian employees. The borough population estimate for gay, lesbian and bisexual people is 1.6% (data is available [here](#) within Workforce Monitoring).



### **Marital Status**

47.8% of employees are married, 28.2% single, 4.4% divorced, 1.7% living together, 0.6% widowed, 0.5% have a domestic partner, 0.4% are legally separated and 0.1% are in a civil partnership. 16.3% have not declared this information. There have been small changes to the percentages compared to last year's figures, with a slight increase in employees identifying as married and a slight decrease in those that are single or in a civil partnership. This is broadly in line with the borough population (data is available [here](#) within Workforce Monitoring).

### **Recruitment and retention rates**

Of all job applications received, 64% are from women and 72% of new starters within the council are female. This compares to 60% and 73% last year. Overall female representation within the workforce over the past two years has slightly increased from 68% to 68.8%. 7% of all applications received were from BME communities which is a similar figure compared to last year (data is available [here](#) within Recruitment).

### **Senior Pay Scales**

The gender breakdown in the Senior Leadership Team is 56% women and 44% men. In the Senior North Tyneside Pay Scales (Grade 12 and above) the breakdown is 53% women and 47% men (data is available [here](#) within Workforce Monitoring by Grade).

### **Flexible Working Applications**

11.4% of female employees requested flexible working and 1.7% of males (data is available [here](#) within Flexible Working Requests).

### **Learning and Development**

Over the last year we have seen a 20% rise in the numbers of the workforce who are up to date with their equality and diversity training (see pages 13-14 for more details, data is also available [here](#) within Learning Development).

### **Length of service**

Length of service monitoring data shows that 31% of employees have been employed by the council for between one and ten years. Female employees with less than one year's service account for 72% and 28% are male.

This trend changes when employees reach 31-40 years service where representation is 5.5% female and 9.7% male. After 40 or more years service the breakdown is 0% female and 2% male. This indicates that more women leave the Authority after 31 years of service and this is reflective of changes in the workforce profile during this time.

The proportion of men and woman staying in employment with the Authority for between 1 and 30 years is broadly equal. The balance changes for employees with 31-40 years service, where representation is 56% female and 44% male. Then, although the numbers involved are small, all of those with 40 years service or more are male. This indicates that more women leave the Authority after 31 years

employment, which is reflective of changes in the workforce profile during this time (data is available [here](#) within Length of Service).

### **Leavers vs recruited**

67% of leavers were female and 33% male. Compared to last year a lower proportion of women are leaving the Authority, while a higher proportion of men are leaving. However, 71% of all new starters were women, therefore the makeup of the workforce is similar to last year with 68.8% female and 31.2% male - last year the workforce was 68% female and 32% (data is available [here](#) within New Starters).

### **Staff Survey**

According to the 2016 Staff Survey the majority of our workforce (71%) believe that they are treated with fairness and respect and 79% that the council is an equal opportunity employer.

Where responses from lesbian, gay or bisexual staff or BME staff revealed any notable difference to the staff average it was because they responded to more questions in a positive manner.

### **Carers**

In the 2016 Staff Survey 362 people identified themselves as a carer. Carers' perceptions of being an employee of North Tyneside Council were generally in line with staff averages, but they were less likely to feel treated with fairness and respect by the council and showed a tendency to disagree that they feel valued as an employee.

We have worked with the Carer's Centre in North Tyneside to review our Human Resources policies and procedures to ensure they comply with best practice around providing leave options for employees with caring responsibilities.

During 2017 we have supported Carer's Week with promotional material and highlighted how the Authority encourages managers to support employees with caring responsibilities; circulated information from the Carers Centre via our intranet and Teamwork; and sign post the Carers Centre via our My Care website.

We are in the process of developing a personal learning page in Learning Pool specific to carer needs to enable them to access targeted training.

### **Gender Pay Gap**

Our first gender pay gap report has been published and the results are very encouraging with a mean average gap of 2.6% between men and women and a median average gap of 0.6% between men and women (data is available [here](#) within Workforce Monitoring by Grade).

We have developed a report that will allow us to monitor this on a regular basis to take account of some large organisational changes taking place over the next 12 months and to understand what the impact of these changes might be.

Our initial analysis shows that there are more women than men in our lower pay grades. Many of the job roles on offer are taken by our female employees due to the part time nature of the contracts, particularly those that offer term time working in a school environment. These are generally in our catering and cleaning front line services.

We aim to better understand what more we can do to offer career opportunities for employees in these service areas.

### **Apprentice Programme**

The proportion of apprenticeship posts filled by people from our target groups (LAC, care leavers, NEET, SEND) has continued to rise from 32% in 2014 to 59% in 2017. The proportion of apprentices with a disability has also increased from 1% in 2015 to 5.8% in 2017.

We need to increase these numbers by:

- Working with service areas and learning providers to identify pre apprenticeship pathways for our hardest to reach young people. This will be via a targeted offer of work experience, study programmes and traineeships which will widen participation for target groups and better enable progression to apprenticeships.
- Creating a cross council working group to identify how we can better engage with LAC and care leavers to increase their interest in a targeted offer.
- Ensuring LAC are fully supported within council recruitment processes to enable them to prepare for adult working life.
- Ensuring that LAC apprentices are given additional support and developmental opportunities while on programme, to improve retention and progression into employment “

### **High Performing Workforce**

As an organisation our people are vital to the delivery of our services. To enable us to achieve our objectives we need an effective workforce that is equipped to support and deliver high quality services to the communities of North Tyneside, in what continues to be a time of significant change.

#### ***Enabling our Leaders and Managers***

To ensure that we continue to develop the skills, capabilities and agility within our leaders to lead and manage people through the challenges ahead we want to enable them to become more self managing, push decision making down and for them to have responsibility to model and drive forward the desired culture change, which also recognises diversity and inclusion.

#### ***Developing the skills and agility within the workforce***

We need to build our workforce to operate more flexibly so will continue our implementation of new ways of working and being able to work across teams and boundaries; to support our workforce to work in more agile ways and up-skill where

appropriate. We will also continue to ensure that we have a safe, healthy and resilient workforce.

We have introduced a new Health, Safety & Wellbeing Policy with an emphasis on Mental Health and Wellbeing supported by a range of Health Promotion programmes and activities to promote a sustainable culture of health and wellbeing within the workforce.

We have carried out a self assessment of our policies and practices around the recruitment and retention of employees with disabilities and have retained our Disability Confident status with the Department for Work and Pensions.

Our 'Mindful Employer' status has been self assessment and retained. We now have a specific Mental Health & Wellbeing Policy and Action Plan that sets out the Authority's approach to the management and support of employees with mental health issues. This includes the Director of Public Health as the designated lead and support for the development of the existing team of Mental Health First Aiders.

We are in the process of choosing a new provider for our Occupational Health and Safety service. We will be introducing an Employee Assistance Programme that will be integrated into our policies and procedures, linked to our current Health Safety and Wellbeing promotional activity together with an on-going focussed marketing campaign to encourage healthy lifestyles and behaviours.

### ***Addressing the workforce dimensions of organisational change***

To implement large scale change we need to ensure that workforce practices are fit for purpose and bring about real and lasting culture change and support an environment that promotes fairness and equality of opportunity.

**Pay and Grading:** We implemented a pay supplement known as the North Tyneside Living Wage for those on our lowest pay grades in September 2017. Our data shows that we have predominantly women in these pay grades. We reviewed this in April 2017 and increased the level of the supplement to £8.75 per hour which brings it into line with the hourly rate of pay recommended by the Living Wage Foundation. Of the total number of job roles where the supplement is paid the gender breakdown is 53% women and 37% men.

**Workforce Data:** We are in the process of developing an HR Analytical Tool to enable more proactive workforce planning and management of our workforce data. As a result we will be able to better manage our equality data on an ongoing basis.

### ***Equality Impact Assessments***

We aim to ensure that Equality Impact Assessments are completed for all restructures to understand the impact of the diversity of our workforce.

**Kier North Tyneside Joint Venture:** The contract for this construction company ends on 31 March 2019. At this point, the work will return to the direct management of the Authority. This will involve a TUPE transfer of up to 400 people. An Equality Impact Assessment will be carried out to help us to identify and address any issues.

## **Our focus in 2018-19**

### **Recruitment**

- To explore the possibility of advertising more widely including using specific websites such as Disability Now and Diversity Jobs, as outlined in our Disability Confident Self Assessment to promote North Tyneside Council as a Disability Confident Employer.

### **Apprentice Programme**

- Working with service areas and learning providers to identify pre-apprenticeship pathways for our hardest to reach young people. This will be via a targeted offer of work experience, study programmes and traineeships which will widen participation for target groups and better enable their progression to apprenticeships.
- Creating a cross Authority working group to identify how we can better engage with LAC and care leavers to increase their interest in a targeted offer.
- Ensuring LAC are fully supported within council recruitment processes to enable them to prepare for adult working life.
- Ensuring that LAC apprentices are given additional support and developmental opportunities while on programme to improve retention and progression into employment.
- Tackling work poverty within the Authority's workforce – we use the levy, where appropriate, to develop pathways and access to learning and development for our lowest paid employees to help to up skill and create a workforce for the future, while also supporting our local economy and addressing deprivation and work poverty.
- Aim to understand how we can improve the career opportunities of women in frontline services by opening up apprenticeship opportunities linked to the aims of our Apprentice Strategy.

### **Learning and Development** (more can be found in the Behaviours and Attitudes section of this review)

- Promote resilience, stress management and mental health specific learning to increase engagement and knowledge.
- Launch learning pages to hard to reach employees/groups to encourage engagement within learning.

### **Kier North Tyneside Joint Venture**

- Examine data for up to 400 people who will be part of the TUPE transfer to establish what the gender pay gap is in relation to this group and to understand the impact of the transfer on the Authority's pay gap from April 2019.

**Staff Survey**

- Complete a staff engagement survey with the workforce to continue to monitor the behaviours and attitudes of employees in relation to fair treatment, fairness and respect.

**Pay and Grading**

- Undertake an Equality Impact Assessment to understand the impact of the 2018/19 Local Government Pay Award on the Authority's pay and grading structure, alongside changes to the National Pay Spine to be introduced on 1 April 2019.

## Focus 2: Behaviours and attitudes

We aim to embed the right culture in North Tyneside Council, creating an environment where employees, elected members, residents and visitors are confident to be themselves and discrimination, harassment and victimisation are not tolerated on any grounds.

### Key themes

There are two key strands to this work: the equality and diversity training provided to all staff and on-going awareness raising delivered through our Equality Calendar Communications Plan.

#### Equality and Diversity Training

North Tyneside Council recognises the importance of ensuring all employees are aware of their responsibilities under the 2010 Equality Act and Public Sector Equality Duty and incorporate them into their daily working practices. Therefore:

#### Managers

We support managers: to develop their knowledge and understanding of equality and diversity; in setting standards and behaviour expectations for employees; and by giving due regard to ensuring that our services are delivered in the most appropriate way to meet the needs of service users, customers and residents.

**Our development programme:** has been revised and tailored to council processes and our strategic approach to equality and diversity; this includes undertaking equality impact assessments and actions to improve the service delivery.

**Our corporate equality objective:** seeks to ensure that 100% of managers complete equality and diversity training by 2020. So far 36.7% of our managers have completed, a 20 percentage point increase in completions since October 2017. This mandatory training is now tracked by managers across services within a Workforce Development performance dashboard, which identifies individual, team and service engagement (data is available [here](#) within Learning Development).

**Bespoke training:** To ensure we provide flexible learning options we are also developing a bespoke online training programme for managers, which can be used as initial or refresher training at a time and place suitable to individual.

**Briefings:** We continue to raise awareness and increase understanding of key equality themes within our leadership and management briefings. This has included a session on mental health awareness and resilience, to increase understanding and reduce stigma. The session focused on the role managers can play in supporting and enabling their employees; providing practical advice and tips.

## Employees

**Learning Pool:** We continue to develop our flexible approach to learning, ensuring equality of opportunity to learning, training and development. Our learning management system is a hub that holds a range of training options and methods to remain flexible to services and learners.

**Learning methods:** have expanded to include toolbox talks, workbooks, competency quizzes and e-learning; all of these resources are accessible 24 hours a day to all learners, enabling them to engage at the most suitable time for them. It provides consistent information and learning that the individual can access via any device and which does not require manager approval.

**Hard to reach groups:** This approach will be a key focus for the year ahead, with bespoke learning environments being developed to target learning for hard to reach groups e.g. catering services (predominantly part time female workers, some based remotely in areas outside of North Tyneside). Enabling catering services teams to use online learning would engage up to 400 more workers in learning opportunities.

**On-line induction:** The development of online induction process will be released this year to engage learners early with learning. Individuals will have access to information, an overview of standards and expectations within key policies and training on day one of employment.

**Stress and resilience:** Personal resilience, stress management and connect 5 (mental wellbeing) training has been released and promoted across the council. Personal resilience /stress management training is mandatory for all employees. Staff engagement within personal resilience training has doubled within the last 12 months with 501 completions in 2017/18 compared to 215 completions in 2016/17.

**Our Corporate Equality Objective:** We have set a target that by 2018 50% of our workforce will have completed equality and diversity training. So far we have 47% of staff up to date with their training, a 20 percentage point increase since October 2017 (data is available [here](#) within Learning Development).

## Awareness raising

**Our Equality Calendar**, and the activities delivered through the accompanying communications plan, was developed to help raise awareness and increase understanding among our workforce of different equality groups.

We seek to mark a key date every month and to ensure that all nine protected characteristics are represented across the year, with the aim of bringing people together to understand different cultures, and personal behaviours and attitudes towards equality and diversity issues.

We have adopted an open and inclusive approach to all of our activities and seek engagement from all levels of the organisation and from our strategic partners and trades unions. As well as receiving regular reports Senior Leadership Team and Corporate Equality Group actively contribute to and promote our activities.



During 2017/2018 we marked a wide variety of dates in a range of ways, the following provides a flavour of these:

- **Northern Pride** – A member of SLT blogged on the history of Pride and their personal experiences achieving 439 views; we flew the rainbow flag in front of our headquarters; our business partner Engie provided free ice-creams; Unison gave out lanyards, ribbon badges and information packs; and we had a stall at Northern Pride where we promoted weddings and the opportunity to give children a loving home. We spoke to 429 people at Pride; reached 4,263 people via Twitter and Facebook; and generated interest in our services which converted into additional bookings for our Registrar's Service.
- **Age Takes Centre Stage** – A Senior Manager blogged (with 117 views) to promote the Age Takes Centre Stage activities we organise in partnership with North Tyneside Age UK to help local people remain both mentally and physically healthy.
- **Black History Month** – An article in our staff e-magazine TeamWork explained the origins of the month and promoted the displays, reading lists and Freedom City Comic Anthology available in our libraries. While a Senior Manager blogged (generating 171 views) about his experience of taking part in the Freedom City celebrations to mark the 50<sup>th</sup> anniversary of Dr Martin Luther King receiving an honorary doctorate from Newcastle University.
- **World Mental Health Day** – A TeamWork article described the symptoms of stress, how to address it and where to find help; and a colleague from Occupational Health blogged about his own experiences, promoted the organisations Mental Health First Aiders and explained how colleagues can support each other. The Director of Public Health also issued a blog 'No problem is too small to talk about when it comes to mental health' which had 297 views.
- **Domestic Abuse Awareness Week** – We promoted our domestic violence policy and the confidential support we provide and blogged about the opportunity to take part in the DIVA Walk (Don't Ignore Violence and Abuse).
- **World AIDS Day** – We turned St Mary's Lighthouse red, promoted free HIV home testing kits and explained in TeamWork where to get advice and support.
- **Holocaust Memorial Day** – A member of SLT produced three blogs focusing on learning on the past and building for the future (achieving 261 views) and Teamwork promoted our turning Segedunum Museum purple and our Holocaust Memorial Day Commemoration Event and Garden.
- **LGBT History Month** – Unison ran awareness raising seminars and blogged about the Gender Recognition Act (with 113 views), we flew the rainbow flag, had displays, collections and reading lists in our libraries and blogged about personal experiences of homophobia and hate crime (302 views).
- **International Women's Day** – The Elected Mayor and staff from across the organisation contributed to a Teamwork article focusing on female colleagues

working in traditionally male roles. Plus two members of SLT shared their stories about gender equality via our blog (achieving 559 views).

- **Ramadan** – A TeamWork article explained what Ramadan is, how it is observed, why it is significant and how the end of Ramadan is celebrated.
- **Men's Health Week** – Our focus was on men and diabetes. We published Teamwork articles with tips on how to be more active, the symptoms of diabetes and how to reduce the risks. We had information displays, ran a quiz and male colleagues blogged about how they had changed their approach to keeping healthy (attracting 255 views). While our Chief Executive promoted men's health checks at our refuse depot and headquarters building; all of the appointments filled quickly and further requests were received.

For 2018/19 we have refocused the Equality Calendar to ensure a balanced programme that continues to work with our partners and colleagues across the organisation to raise staff awareness of a range of equality and diversity issues across the coming year.

## **Our focus in 2018/19**

### **Training and development:**

- To develop and launch equality and diversity e-learning for managers.
- To ensure that 50% of staff engage in equality and diversity training.
- To achieve 50% of managers engaging in equality and diversity training.
- To launch our online induction programme providing equality of access to training.

### **Awareness raising:**

- To continue to work with colleagues and partners to raise awareness of issues associated with dates in our 2018/19 equality calendar.
- To ensure a focus on three key events per year in 2018/19; they will be: Northern Pride, Black History Month and Disability History Month.
- To ensure the equality calendar highlights a range of different issues and events in 2019.

## Focus 3 Accessible Communications

We aim 'to ensure that the information we provide can be read or received and understood by the people for whom it is intended'.

### Key themes

#### ***Communication review***

During 2018 we began to review the processes and support North Tyneside Council provides to enable all residents to have effective two-way communication with us. Findings from the review will inform the development of our Customer Experience Strategy.

The initial focus for the review is communication with D/deaf residents and service users; after which we will consider our approach to communications with: blind and visually impaired people; people with learning disabilities and people for whom English is not a first language.

#### ***Focus on D/deaf people***

The review of communications with D/deaf people began in spring 2018 when colleagues from across the organisation met to identify:

- What we understand by the terms Deaf and deaf(ened)
- What do we know about the number of D/deaf people in North Tyneside?
- What services we provide specifically for D/deaf people?
- What adjustments we make to our services to ensure that they are accessible to D/deaf people?
- What channels we use to: communicate with D/deaf people and to ensure they can communicate effectively with us?
- What specialist skills/knowledge we have in house to enable us to engage with D/deaf people?

As a result:

#### ***Our understanding***

We understand Deaf people are a cultural and linguistic group, are most likely to use British Sign Language (BSL) and often rely heavily on family and friends to access services. While deaf(ened) people have acquired a hearing loss, but have previously learned written and spoken English and can use technology such as hearing aids and loops to communicate.

We recognise that the difference between Deaf and deaf(ened) people is not commonly understood, including among our employees, and that we need to raise awareness of this.

We know that there is not a universal sign language and that even BSL varies across the UK, much like dialects and accents.

We also recognise that BSL is a visual, spatial language with its own grammatical structure, vocabulary and rules.

Therefore roughly 65% of people whose first language is BSL struggle with written and spoken English and we need take this into account when communicating with D/deaf people and use simple direct sentences with a subject, a verb and a simple object.

### **Figures**

We know that there are no accurate figures for the number of D/deaf people in the UK or in North Tyneside.

In June 2018 our [Sensory Support Service](#) was directly working with 148 children and young people aged 0-19 years old who are hearing impaired and through our Adult Social Care Service we know of almost 1,500 people who live in North Tyneside and are hearing impaired; but know that this does not reflect the number of D/deaf people in our area.

In terms of other data, while recognising that not all D/deaf people use BSL, 2011 Census estimate suggests that around 58 people in North Tyneside would identify BSL as their main or preferred language. However the GP Patient Survey estimate suggests that 700 people in North Tyneside are D/deaf and use sign language. Meanwhile the Newcastle based charity Deaflink report that there are over 400 BSL users in North Tyneside (some maybe hearing family members, teachers or interpreters etc).

### **Communication support and services**

We currently provide the following communication support and services:

- Translation and interpretation services, which can be booked by any employee, to enable D/deaf people to use our services and information. Provision includes British Sign Language, finger spelling, sign supported English, note taking, speech-to-text, lipspeaking, deafblind communication and document translation, including translation of written documents into signed DVDs, easy read and visual or pictorial English.
- Our council website is AA compliant and is compatible with screen reading software and speech packages. It also provides links to guidance to screen readers, talking browsers and to changing text and backgrounds.
- Our My Care website meets the W3C standards for websites, and has features to adjust the size and presentation of its pages.
- We have hearing loops for deaf customers in our libraries, Customer First Centres, leisure centres and community centres and can provide them at public events.
- We provide BSL interpretation for a range of acts at the annual Mouth of the Tyne Festival.
- Our [Sensory Support Service](#) for children and young people is available from the point of diagnosis through school until the young person either leaves education or

becomes 25 years old. Support and advice is based on individual need, but aims to maximise the child's development and to prepare them to lead a full and inclusive life at school. The service also provides a Family Forum, social events and family sign classes.

- Social Care assess need under the Care Act to provide enabling services. If a service user is D/deaf and has other needs, e.g. is Deafblind or D/deaf and has learning disabilities, support can also be given to help manage daily household needs, such as managing bills and reading print. The service also uses a text phone to aid communication.
- Social Care follows the Accessible Information Standard to ensure that all interactions with the people we work with meet with their communication needs - from the first point of contact all the way through to assessment and support planning.
- Social Care routinely review the way our social work teams engage in an appropriate and respectful way in relation to people with protected characteristics and report the findings to Senior Management Team to ensure high quality practice.

## **Our focus in 2018/19**

We recognise that we need to do more, so we will:

- Complete the review of communications with D/deaf people and implement its findings.
- Refresh our Communications Equality Impact Assessment.
- Publish and promote D/deaf awareness training, particularly for front line staff.
- Produce a guide for staff to aid communication with D/Deaf people.
- Ensure the refreshed North Tyneside Council website and our mobile applications meet the first phase requirements of the European Union Directive on Web Accessibility by September 2019, recognising that 'digital inclusion is a right not a privilege'.
- Roll out delivery of the single customer record, which will give customers the opportunity to identify their communication needs, helping us to get it 'right first time' for them.
- Manage our translation and interpretation contract and explore opportunities to use video interpreting.
- Build on current engagement with our D/deaf communities and organisations.

## Service Priorities for 2018/19

### Corporate Strategy

- **Communications Review:** to complete and implement the recommendations from the review of communications with D/deaf people.
- **Website Accessibility:** To work with ICT to ensure compliance with the EU Directive on Web Accessibility as part of the development of a new website for the Authority.
- **Single customer record.** To roll out delivery of a single customer record, to include collection of customer communication needs.
- **Customer Experience:** To produce North Tyneside Council's Customer Experience Strategy, demonstrating due regard to customers with protected characteristics.
- **Awareness Raising:** To deliver the Equality Calendar Communications Plan in partnership with services across the organisation, strategic partners and trades unions.
- **Translation and Interpretation:** To manage and seek to develop provision through the Authority's Translation and Interpretation contract.
- **Budget setting:** In partnership with Finance, implement the review of the Authority's budget setting process, giving a higher profile to equality impacts.

### Environment, Housing and Leisure

- **Housing needs of the most vulnerable:** To undertake establish housing need for people living in North Tyneside who are most vulnerable, living 'chaotic lifestyles' or have mental health issues.
- **Care Concept:** To develop a design brief for delivering a 'care concept' within the Murton development for people aged 55 and over and people with a range of physical, learning or mental health issues.
- **Audit of sport and leisure activities:** To undertake an audit of activities for people with disabilities across the service and develop specific marketing plan for these groups.
- **Refuse Collection:** To develop and implement an exception criteria for residents receiving the new Alternate Weekly Refuse Collections.
- **Mouth of the Tyne Festival:** To extend the provision of BSL signing to include key events at Whitley Bay Playhouse.

- **Library Management System:** To introduce a new Library Management System, which will refine the collection of equality characteristics and enable a more targeted approach to stock selection.
- **Parks User Survey:** To revise the customer satisfaction survey undertaken in our main parks to collect user satisfaction and equality data.
- **Street Environment:** To introduce a policy to control street furniture on our pavements to ensure a safer environment for all users which will in particular assist those with a disability.

## Health, Education, Care and Safeguarding

- **Education Placements:** To stabilise educational placements to ensure good educational outcomes for all children and young people.
- **Improved SEND outcomes:** To strengthen partnership working between education, health and social care to improve outcomes for children and young people with SEND.
- **Awareness raising:** To reinforce the dangers of radicalisation and extremism. so learners and apprentices develop a sound understanding of these risks and how they relate to their daily lives.
- **SIGN Directory:** To actively encourage and support organisations, services and activities that work with people with protected characteristics to sign up to our SIGN directory. This will ensure that the advice and information we offer reflects the needs of local people and that a wide ranging, and locally relevant, offer is available to help local people to improve their health, wellbeing and care and support choices.
- **Assessment and support planning documentation:** To review Adult Social Care assessment and support planning documentation and guidance; to ensure that it promotes equality of opportunity for all individuals including those from protected groups. This includes language, prompts and specific questions that capture individual needs and focuses on personal outcomes that encourage people from protected groups to participate in public life.
- **Engagement:** To ensure people with a current disability, their carers and the wider public will have an opportunity to comment on and shape future proposals on direct payment rates; changes to the charging policy, changes to charges for Court of Protection activity.

## Human Resources

- **Recruitment:** To explore the possibility of advertising more widely including using specific websites such as Disability Now and Diversity Jobs, as outlined in our

Disability Confident Self Assessment to promote North Tyneside Council as a Disability Confident Employer.

- **Apprentice Programme: To:**
  - Work with service areas and learning providers to identify pre-apprenticeship pathways for our hardest to reach young people via a targeted offer of work experience, study programmes and traineeships, to widen participation for target groups and better enable their progression to apprenticeships.
  - Create a cross council working group to identify how we can better engage with LAC and care leavers to increase their interest in a targeted offer.
  - Ensure LAC are fully supported within council recruitment processes to enable them to prepare for adult working life.
  - Ensure LAC apprentices are given additional support and developmental opportunities while on programme to improve retention and progression into employment.
  - Tackle work poverty within the Authority's workforce by using the levy, where appropriate, to develop pathways and access to learning and development for our lowest paid employees, to help to up skill and create a workforce for the future, while also supporting our local economy and addressing deprivation and work poverty.
  - Understand how we can improve the career opportunities of women in frontline services by opening up apprenticeship opportunities linked to the aims of our Apprentice Strategy.
  
- **Learning and Development: To:**
  - develop and launch equality and diversity e-learning for managers
  - ensure 50% of staff engage in equality and diversity training
  - ensure 50% of managers engage in equality and diversity training
  - launch online induction programme providing equality of access to training
  - promote resilience, stress management and mental health specific learning to increase engagement and knowledge
  - launch learning pages to hard to reach employees/groups to encourage engagement within learning.
  
- **Kier TUPE Transfer (Housing Repairs and Maintenance):** To examine workforce data to establish what the gender pay gap is in relation to this workforce to understand the impact of bringing a predominantly male workforce into the Authority in April 2019.
  
- **Staff Survey:** To complete a staff engagement survey with the workforce to continue to monitor the behaviours and attitudes of employees in relation to fair treatment, fairness and respect.



- **Pay and Grading:** To undertake an EIA to understand the impact of the 2018/19 Local Government Pay Award on the Authority's pay and grading structure, alongside changes to the National Pay Spine to be introduced on 1 April 2019.

#### **Law and Governance:**

- **Electoral Register:** To:
  - contact residents, including those with protected characteristics, who are not on the electoral register to encourage them to register.
  - monitor the impact of the wording and style of the information provided with the Household Enquiry forms to ensure it is user friendly and readily understandable by all.
- **Polling stations:** To reduce or remove the need to use temporary polling stations increasing accessibility and customer experience..

#### **Public Health**

- **Drug and Alcohol Service:** To undertake a needs assessment of drugs and alcohol in North Tyneside and review the requirements for a drug and alcohol service, with a view to reprocurng and awarding a new contract.
- **Pregnant women:** To promote the health and wellbeing of pregnant women and children by:
  - Achieving accreditation under the Unicef Baby Friendly Initiative to support and promote breastfeeding in North Tyneside.
  - Rolling out training to promote perinatal mental health.
  - Developing a whole systems approach to tackling childhood accidents.
  - Addressing the oral health needs of preschool children.

## Appendix: Update on Equality and Diversity Review Actions for 2017/18

### Corporate Strategy

Actions	Progress - June 2018
Exploring demand for staff equality groups or networks.	This was explored via an intranet blog but there was no take up. However as can be seen within Focus 2 the views and experiences of a range of colleagues are now regularly shared via the blog.
Reviewing corporate equality impact assessment guidance.	Postponed to autumn 2018
Updating corporate equality monitoring guidance.	Incorporated into the support and guidance given to colleagues under taking surveys.
Continuing to monitor the characteristics of people taking part in key community engagement activities and work to ensure the representation and involvement of diverse groups.	Data is gathered for all key engagement activities.
<p>Working with Housing's Tenant Development Groups to:</p> <p>Monitor the impact of welfare reform on tenants and report to the Mayor's Welfare Reform Task Group.</p> <p>Support the development of digital initiatives including repairs advice via YouTube and an electronic survey.</p>	<p>The groups monitor the impact on the housing service of arrears resulting from welfare reform and inform engagement with tenants on this issue.</p> <p>New surveys have been rolled out across the service, a decision on the use of You Tube is awaited. Tenants can now join the Residents Panel and keep up to date with consultation opportunities through the Digital Hub.</p>

Exploring the opportunities to provide information via BSL video clips at key gateways to council services.	This is being pursued as part of the Accessible Communications Review and will feed into the Customer Experience Programme.
Reviewing the membership of and recruitment to the Residents' Panel to ensure it is more representative.	Our tenant and resident databases have been combined into one Residents Panel, membership and registration data are being reviewed. A privacy statement has been sent to all members and work is underway to attract membership from working age people and under-represented areas of the borough.
Co-ordinating the roll out of equality calendar activities.	A range of activities and blogs (supported by SLT) have been undertaken to promote dates in the Equality Calendar (see the Focus 2 section for further details)..
Review our approach to the production of the Annual Equality and Diversity Review in accordance with open data principles.	The new style Annual Equality and Diversity Review has been produced.

### Health, Education, Care and Safeguarding – Adult Social Care

<b>Actions</b>	<b>Progress - June 2018</b>
Continued resourcing and support to the Learning Disability Care Forum.	The group continues to meet quarterly and is a useful way of consulting, informing and co-producing work with customers. We provide a chair and administrative support

<p>Work with the community and voluntary sector to rationalise and invest in social prescribing, befriending and schemes that provide household lower level support that promote the independence and security of people with a protected characteristic.</p>	<p>We continue to work with the providers (Age UK, MIND and VODA) to strengthen the preventative offer. The relationship between these services and Care and Connect has been developed further and additional links have been established with Active North Tyneside and the Falls, Strength and Balance Service, to ensure opportunities for working across services are maximised. In March Cabinet agreed to the procurement of a new Social Prescribing/Prevention offer, which will start in April 2019.</p>
<p>Introduce a new adult social care electronic records system to improve access to information.</p>	<p>The new records system was introduced in November 2017 and was well received. Work continues to configure and improve the system and its processes.</p>
<p>Establish a multi agency safeguarding hub (MASH).</p>	<p>The MASH was introduced in September 2017 and has had some excellent outcomes regarding information sharing between professionals and agencies to improve risk assessment and decision making; improved outcomes for customers can be demonstrated.</p>
<p>Roll out and embedding of new website to strengthen advice and information and to allow people to understand the availability and access to universal services and to self serve in relation to meeting their needs.</p>	<p>The My Care North Tyneside portal was introduced and staff are using it as the first line of support to provide advice and information to customers and professionals. The portal gives people the ability to complete questionnaires based on their care and support needs and then to receive directed advice and information. They can also understand the financial implications of their care needs through the financial calculator.</p> <p>The accompanying SIGN North Tyneside Directory is also popular and gives residents information about local services, activities and events to engage with.</p>
<p>Analyse the impact of outcome focussed safeguarding processes and consider how this is further rolled out.</p>	<p>This work has begun and some scoping of other areas has started. It will continue across 2018/19.</p>

<p>Continue to develop a Whole Life Disability Service to meet changes within Children and Family Legislation and Care Act requirements of Transition. Continue to co-produce the model for North Tyneside with partners including service users and carers/families.</p>	<p>In 2016 in response to the introduction of the Care Act and the demands of the Authority's new way of working, a SEND and Whole Life Disability (WLD) Board was established to ensure a single strategic group would have oversight of all elements of the SEN and disability agenda. This included moving those working with children with disabilities under the umbrella of Adult Services to ensure the senior manager had a long term oversight of the needs of the users of the service.</p> <p>Transition was one of the major drivers for this change as previously the split between the services had contributed to the feeling of age 18 being a 'cliff edge' for the young people and their families.</p> <p>The development of a Whole Life Disability Team was a five year plan, 2017-2018 was the third year of the plan.</p> <p>The Whole Life Disability Board was a sub group of our SEND Strategic Board which came under the Children and Young People Partnership Board. Its remit was to establish a multi-disciplinary approach to assessment, with an emphasis on seamless transitions; supporting integration with education and health partners; and ensuring person centred practice in assessment, planning and support. The members of the Whole Life Disability Board include strategic partners and carers/parents; the model has been co-produced and practice influenced by all members.</p> <p>Work to develop the model has continued in collaboration with parents and carers. Overview and Scrutiny Committee have published a report on transition of young people with SEND and an action plan has been formulated and agreed by the SEND Strategic Board. Next steps are reviewing the service delivery model and the management structure to ensure that the quality assurance framework is delivered.</p>
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<p>Work with health partners to develop responsive discharge from hospital pathways that assess people in their own homes - a better environment to determine longer term need. Ensure that a multidisciplinary rehabilitation programme is available to maximise independence.</p>	<p>Discharge to Assess pathways are in place via Care Point. Assessments are carried out by nurses , physiotherapists, occupational therapists, social workers and health and social care support workers, reablement and community rehabilitation teams.</p> <p>This new way of working has been trialled successfully in North Tyneside General Hospital since April 2017. Feedback shows improved patient experience with patients valuing faster discharges and being more involved in the discharge process, as well as it freeing hospital beds for patients that need them</p>
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### Health, Education, Care and Safeguarding – Children, Young People and Learning

<b>Actions</b>	<b>Progress - June 2018</b>
<p>Deliver the Employment and Skills Strategy.</p>	<p>The Employment and Skills Team, working with key partners, are continuing to deliver actions under the six key priorities within the strategy. This includes developing education and employment pathways for young people, including those with SEND and Looked after Children, and supporting adults, particularly those from disadvantaged groups, to develop their skills and move into sustainable employment.</p> <p>Work with employers continues to address their recruitment and skills needs. This includes working closely with the North Tyneside Business Forum and Tyne Coast College to support the delivery of Apprenticeship Reforms across the Borough.</p>

<p>Continue to focus on priority groups and ensure high outcomes across all adult learning courses.</p>	<p>Following a full review of Adult Learning courses, English and maths and Community Learning Strategies have been developed to ensure that our services, and those of our partners, are designed to support the most vulnerable groups in the Borough. For example, 27% (compared to 17% nationally) of our adult learners report that they have a learning difficulty or disability (LDD).</p> <p>Our Employment Advisers are also working alongside Leaving Care Personal Advisers to provide intensive employability support for NEET Care Leavers. Our outcomes continue to improve with overall adult learning achievement rates increasing from 83.5% in 2013-14 to 94.2% in 2016-17 (compared to a national average of 83.1%).</p> <p>Our recent Ofsted Inspection report from April 2018 particularly highlights our success in supporting our most vulnerable residents, while achieving very high achievement rates.</p>
<p>Complete premises review of adult learning and implement outcomes.</p>	<p>A full review was completed in 2017 and the service moved some of its delivery from the most costly premises or those that do not support the revised delivery model for adult learning. The review is an ongoing process, which involves securing more partnership opportunities to support community delivery of learning, such as the joint partnership delivering the YMCA Training Café and Kitchen.</p>
<p>Increase take-up of Apprenticeships.</p>	<p>The Employment and Skills Team have secured registration to the Register of Apprenticeship Training Organisations (RoATP) and a joint contract with Northumberland and Newcastle Adult Learning Services to deliver apprenticeship training for non-levy paying organisations (small employers).</p> <p>Our own numbers are increasing due to joint work with the North Tyneside Business Forum and Tyne Coast College is raising awareness of apprenticeships and providing additional guidance to employers on the apprenticeship reforms that are currently being implemented, including the Apprenticeship Levy. The Borough will see a short term decrease in Apprenticeship starts, which is mirrored nationally due to the changes, but the partnership work being undertaken is aimed to address this.</p>

<p>Secure at least a Good outcome at Adult Learning inspection.</p>	<p>The service was inspected by Ofsted in April 2018 and maintained its 'Good' grading. The feedback report was extremely positive highlighting the service's support to vulnerable learners, meeting local priorities and partnership working to secure high outcomes for learners. The quality of teaching and learning was commended. The service will now be risk assessed with all other providers on an annual basis and will be inspected again in five years, or earlier if we continue to raise standards to be considered for an 'Outstanding' grade.</p>
<p>Secure pathways Post-16 into employment and training for SEND/LAC.</p>	<p>A SEND Education to Employment Group has been established to develop pathways and secure better outcomes for young people with SEND. This work has seen the development of a Supported Internship in partnership with the NHS and a Pre-Supported Internship programme, which will begin in September 2018. A review of high needs places and further improvements to the presentation of the SEND Local Offer is supporting this work.</p> <p>The service will build on its leadership of the Care2Work Partnership between 2015-17 to support the delivery of the Looked After Children's Local Offer in 2018 with inclusion of a range of employment and skills interventions tailored for LAC and Care Leavers.</p> <p>Enhanced partnership working for children and young people with SEND has improved the offer and at the peer review in January 2018 inspectors commented on the rich local offer and timely support that is responsive to needs. Our SEND services were described as very high quality and very responsive in helping schools and settings to address the needs of children.</p>
<p>Strengthen partnership working for children and young people with SEND including collaborative working with the new Parent Carer Forum.</p>	<p>North Tyneside Parent Carer Forum have an agreed business model, with key priorities. Health partners and we regularly attend the Parent Carer Steering Group to support key activities. The Co chairs of the Parent Carer Forum are now active members of the SEND Strategic Board. This ensures that the Parent Carer Forum contribute effectively to strategic decision making.</p>
<p>Integrate Health Visiting and School Nursing into Locality teams.</p>	<p>This is action has been completed.</p>



<p>Undertake a Peer Review of Youth Offending Team in relation to integrated working and enhanced case management.</p>	<p>A request was submitted to the Youth Justice Board for the peer review, however they felt it would not aid our development or add sufficient value given where our plans were at that time. As a result the management board decided to move ahead with integrated working and the YOT moved into Riverside Children's Centre in November 2017 and plans for closer integration with social care are now underway.</p> <p>In respect of enhanced case management the YOT secured funding via the CCG and NHS England health and justice to deliver training in autumn 2018 for a range of staff in this approach.</p>
<p>Undertake Early Help service transformation audit and establish the troubled family approach at the heart of Children's Service.</p>	<p>The on-going journey of transformation across all of Children's Services has continued to be facilitated by the Early Help service following the iMPower review of 2015 and will continue into 2018/19.</p> <p>There is now a Transforming Childrens Services Board which meets regularly and there are 15 different projects under 5 work streams which are changing both the way people work with families and the services we provide. It has led to the establishment of the Three Pledges for children and families. This has been heavily informed by partnership working and the evidence based behind the Troubled Families programme.</p>
<p>Work with North Tyneside homes to develop in borough bespoke supported accommodation for young people.</p>	<p>Mitford Gardens This service is now open and all beds were filled by the end of January. It involved the development of a new supported accommodation for care leavers using HRA stock. It has enabled us to support young people in local accommodation in new, more cost effective internal provision.</p>
<p>Develop an all age multi agency safeguarding hub to strengthen risk assessment and decision making at an early point of contact.</p>	<p>The MASH was launched in September 2017 and consists of professionals from Police, Early Help, Housing, Harbour, Youth Offending Team, Health (0-19 services and Northumbria Health Care Trust), Children and Adult's safeguarding; all of which are co-located in our headquarters building. There are virtual links with schools, colleges, Probation, and Northumberland, Tyne and Wear Foundation Trust. The MASH has had some excellent outcomes in terms of information sharing between professionals and agencies to improve risk assessment and decision making; and improved outcomes for customers can be demonstrated.</p>

## Environment, Housing and Leisure

Actions	Progress - June 2018
A mechanism to collect data on the percentage of actions identified through EIAs that have been completed on time will be established and the findings report to SLT every quarter.	Actions tracked through the EIA register for EHL. Reminders sent out to authors monthly to update EIAs due for review and outstanding actions progress.
Quarterly performance reporting will be undertaken on equality and diversity data, forward planning and equality issues.	Quarterly performance reporting established across service areas.
Customer satisfaction surveys for Sport and Leisure users will be developed with new methodology and representative sample sizes.	Customer satisfaction survey for Sport and Leisure produced, however there were some technical issues experienced with the delivery of the survey. Survey will be reissued to Sport and Leisure customers in autumn 2018.
As part of the Library Management System review, the capacity to collect further equality characteristics about library customers will explored.	Library Management System review is still in progress.
Explore the feasibility of delivering 'Games for the Brain' sessions as an Active North Tyneside Project.	Complete. Games for the Brain sessions are being delivered at Tynemouth Pool.
Test the accessibility of our free weight management programmes for people with learning disabilities in partnership with Learning Disability North East.	In progress with regard to Weight Worries Adult Weight Management Programme. Healthy 4 Life Children's Weight Management Programme is fully inclusive.

<p>Continue to develop new homes and improve existing homes to meet the established housing need.</p>	<p>In July 2017 North Tyneside Council's Local Plan set out the borough's need for future housing provision, infrastructure, employment land, environmental protection and community facilities was adopted. Cabinet approved the Strategic Masterplans for future developments at Murton Gap and Killingworth Moor in December 2017.</p> <p>We continue to use relevant, up to date 'live' housing data to plot housing needs and guide development to meet these needs.</p> <p>We also continue to work with private landlords to improve the standard and amount of existing and new properties available for rent from the private sector. The affordable homes programme is on track to deliver 347 new affordable homes this year against the target to deliver 3,000 affordable homes by 2023/24.</p>
<p>Work with partners to deliver a range of Specialist Housing options in the Borough</p>	<p>The Specialist Housing Group was formed to ensure the delivery of housing across the borough, as identified in the Specialist Housing Market Position Statement. There are a number of representatives within the group: Housing Strategy, Commissioning, HECS, Housing, Property and Finance, as well as working with the following external partnership delivering housing.;</p> <p>An opportunities log has been developed and the monitoring of any potential specialist provision is completed each month. There are 13 potential schemes, which included Extra Care Schemes for the elderly, supported housing for young people and new build for people with complex needs such as learning difficulties and autism.</p> <p>19 units were due to be delivered in 2017/18, a further 19 in 2018/19 and 24 in 2019/20. Another 209 units are planned for Murton Gap, where there is opportunity to deliver a care concept, to include accommodation and support for older people and residents with learning and physical disabilities.</p> <p>The group has also developed a new innovative framework that enables us to procure care and support services that are delivered with accommodation. A growing number of providers are now registered with the framework, which should help deliver specialist housing within the Borough.</p>
<p>Continue to monitor the impact Welfare Reform is having on</p>	<p>We continue to monitor the impact of the various welfare reforms, and the changes resulting from the Housing and Planning Act. The Authority are continuously working with partners including the DWP,</p>

<p>tenants, including those with protected characteristics (ongoing).</p>	<p>CAB and other community and voluntary sector partners to mitigate these impacts and to target support to those affected.</p> <p>Training and universal credit awareness sessions have been rolled out to members, staff and partners.</p>
<p>Our Regeneration Team will:</p> <p>continue to carry out and review service area Equality Impact Assessments as required.</p> <p>Carry out equality monitoring of those attending our consultation events in order to identify and respond to any gaps in the profile of people who we are engaging with.</p> <p>Ensure 'Changing Places' records are up-to-date and advertise the details on our website.</p>	<p>EIA prepared for Forest Hall Regeneration scheme.</p> <p>Monitoring will be undertaken for the forthcoming consultation event in Forest Hall</p> <p>'Changing Places' records updated regularly on the council's website.  <a href="http://my.northtyneside.gov.uk/category/673/public-toilets">http://my.northtyneside.gov.uk/category/673/public-toilets</a></p>
<p>The Business Factory will:</p> <p>Launch an events programme until the end of the current project.</p> <p>Target young people, aged 21 and under, to consider self-employment as a viable career option.</p>	<p>Events are based on a demand led basis so the calendar is reviewed on a bi monthly basis, events such as business coffee mornings and evening networking events are scheduled three months in advance but only published one at a time to avoid confusion. All our events are published across social media weekly, on the Business Factory website, we work in partnership with the News Guardian and both place add regularly and issue press releases.</p> <p>Our Business Advisors continue to work with local schools through the Education Business Partnership and develop a small programme of events to be delivered directly by the Business Factory advisors. As well as working directly with several schools and further education to ensure the young people in the borough such as Queen Alexander sixth form college, Tyne Coast College,</p>

<p>Target minority groups and try to ensure all our residents have knowledge of and access to business support services.</p> <p>Continue to review service area Equality Impact Assessments and client data</p>	<p>Monkseaton and Whitley Bay high schools and Churchill and Burnside.</p> <p>We have continued to work in deprived areas and to target the over 50's and other minority groups.</p> <p>This has continued and client data is regularly reported to funders and senior managers. External evaluators were procured in May 2016 and continually evaluate client data, client satisfaction and achievements of targets.</p>
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### Human Resources

<b>Actions</b>	<b>Progress - June 2018</b>
<p>Continue to use equality data for future policy/procedure reviews during 2017, to help to consider potential changes and positive actions.</p>	<p>This is ongoing work through completion of EIA's when undertaking policy reviews.</p>
<p>Continue to undertake engagement work with key groups of staff to identify and understand trends and/or changes in perception with less satisfied staff groups.</p>	<p>2016 staff survey results have been very positive and seen an increase in satisfactions in a number of areas across the organisation. Engagement activities have taken place at a strategic level, service level and with the Staff panel to gain more understanding of perceptions of less satisfied staff. Action plans have been implemented at a corporate and service area level.</p>
<p>Monitor workforce profiles at a service level during 2017 to identify the impact of service redesign work linked to the Creating a Brighter Future Programme.</p>	<p>EIA's are completed as part of the restructuring service. It is still intended to assess the workforce impact of the Creating a Brighter Future programme linked to business cases but this has been deferred.</p>

<p>Continue to publicise apprenticeship opportunities to underrepresented groups, by September 2017.</p>	<p>On-going – work has been carried out to create apprenticeships for Looked After Children and to encourage underrepresented groups to apply for apprenticeship opportunities. 53% of 2016 new apprenticeship posts were filled by individuals from targeted groups.</p> <p>Our apprenticeship opportunities continue to be actively promoted with young people in underrepresented groups (LAC, care leavers, NEETs, those with SEND). This is done through liaison with key partners who support these groups. Care leavers, LAC and those declaring a disability are guaranteed interviews for posts where they meet essential criteria. Of the 2017 apprentice cohort, 59% were from targeted groups.</p> <p>For 2018 recruitment, we are offering 2 traineeship programmes to further develop pathways into apprenticeships for these young people.</p>
<p>Continue to collate equality data on apprentices to enable a full profile of employed apprentices to be made available following the completion of the 2017 recruitment process in January 2018. A similar exercise will continue for work experience placements to enable a demographic profile for work experience placements to be made available in January 2018.</p>	<p>On-track – based upon new apprentice posts recruited into in September 2017 the gender break down is 35% female, 65% male, 5.8% of candidates considered themselves as disabled . The declared ethnic background of applicants was 88.5% white British/Irish.</p>
<p>Carry out an update of personal details in the Business Management System during 2017/18. This will be supported by staff communications to inform employees about why data is held and how it will be processed to encourage employees to volunteer information, particularly in relation to their equality profile.</p>	<p>This activity is now part of the Practice Review being scoped with Engie to be carried out and completed in mid 2019.</p>

<p>Monitor completions for equality and diversity refresher training through 3 yearly certifications, providing regular reports to managers to monitor and take action within teams.</p>	<p>By May 2018 47% of staff were up to date with their equality and diversity training, as were 36.7% of managers.</p>
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## Law and Governance

<b>Actions</b>	<b>Progress - June 2018</b>
<p>Continue to use information available to the Electoral Registration Officer to contact residents who are not on the electoral register and encourage them to register.</p>	<p>An article about the 2018 canvass has gone into Our North Tyneside magazine and social media continues to be used extensively to encourage more people to register to vote. The elections team is working closely with the Contact Centre to engage with callers and encourage timely returns of HEFs and use of the Interactive Voter Registration service.</p> <p>Work is on-going with NT Housing to encourage new tenants to register to vote at their new address. Work is ongoing with VODA to promote engagement with the community and voluntary sector including community and youth groups, mental health support groups, disability groups and other hard to reach parts of the community.</p> <p>Following a review of the 2017 canvass the targeted approach will continue for 2018 to encourage a better response in low responding areas – Chirton, Riverside, Wallsend, and central Whitley Bay. The register published in December 2017 was seen to be one of our most accurate and we will continue to build on this going forward.</p> <p>Local data mining will continue to be used to identify those individuals who are not registered and steps taken to encourage them to do so. Work around engaging with young people will continue and events are planned as part of both National and Local Democracy Week. The Electoral Services webpages have been reviewed and improved to give electors better and more comprehensive information with links to relevant websites.</p>

Reduce or remove the need to use temporary polling stations.	Ahead of a full polling station review later in 2018, work has been carried out to replace temporary polling stations for the local elections in May 2018 in order to eliminate access problems and improve the overall voter experience. Temporary stations have been reduced by four units with changes in Battle Hill, Northumberland and Valley wards.
Review the wording and style of the information provided with the Household Enquiry forms to ensure it is more user friendly and readily understandable by all.	Using feedback from the 2017 annual canvass of electors the wording on the Household Enquiry Form has been altered considerably for the 2018 canvass. The aim is to make the wording clearer and more easy to understand and a graphic has been used to help this. The outgoing envelope has also been changed.
Registrar Services will continue to gather and use information collected via customer feedback forms.	Registrars feedback forms continue to be analysed. New signage ordered due to comments from feedback forms.

## Public Health

<b>Actions</b>	<b>Progress Update (June 2018)</b>
<p>We plan to review of the commissioning arrangements for :</p> <ul style="list-style-type: none"> <li>• Drug and Alcohol Services</li> <li>• Vulnerable Children</li> <li>• NHS Health Checks</li> </ul>	<p>The service has been re procured and the new contract commenced on 1st April 2018.</p> <p>The service has been reprocured and began on 1st April 2018.</p> <p>The service was reviewed in October 2017 and a new contract with TyneHealth was put in place on 1st April 2018</p>
Stop Smoking including the service for pregnant women	The stop smoking service was reviewed in October 2017 and is now provided exclusively through accessible Community Pharmacy in a 'one stop shop' model. Staff in the 0-19 children's public health service have received training in brief advice for pregnant women and also for young people. We are working with Community Midwives in Northumbria Foundation Trust to ensure the



	'BabyClear' approach continues to be used for pregnant women.
We will conduct EIA in relation to any service change.	There have been no major changes to any public health services.
<p>As part of the 0-19 Children's Public health service we will:</p> <ul style="list-style-type: none"> <li>• Pursue re accreditation for Unicef Baby Friendly Initiative to continue to promote breast feeding.</li> <li>• Develop a vulnerable parent pathway to identify parents with additional needs early in pregnancy and following the birth of a child.</li> <li>• We will continue to improve access and ease of understanding of the information and advice we produce for the public in our campaigns.</li> <li>• We will continue to pursue and seek a means to access equality data for NHS Health checks</li> <li>• We will develop a range of initiatives that promote the</li> </ul>	<p>A project plan, strategy and training plan have been developed and an audit completed. The re accreditation has been rescheduled for November 2018.</p> <p>This work is in the early stages and discussions have taken place with Community Midwifery and Early Help. The work will align with the 2 year offer and Ready for School Centre at Riverside Children's Centre.</p> <p>Key public health campaigns have focussed on smoking, alcohol, obesity, physical activity, healthy eating and mental health. A variety of channels have been used including the residents newsletter, social media and apps; there is close working relationships with the Communications and Marketing Team to ensure appropriate language used is used.</p> <p>An annual report on the NHS Health checks programme was produced in June 2017 for the first time which included equality data. A further report will be produced for 2018.</p> <p>A member of the public health team leads on public health and learning disability and supports the local learning disability steering group. Work has been undertaken to improve access to screening,</p>

<p>health and wellbeing of people with learning difficulties, including education and support to enable them to make informed lifestyle choices such as a bespoke weight management programme.</p>	<p>physical activity opportunities through Active North Tyneside and assessing how weight management services make reasonable adjustments for people with learning disabilities.</p>
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