

Annual Equality and Diversity Review 2018-19

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1. 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 council 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 through implementation of our [Equality and Diversity Policy](#).

Our equality and diversity work is everyone's business and managed by Corporate Strategy and Customer Service 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 delivery of our Corporate Equality Objectives.

If you require a copy of this document in a different format please e-mail anne.foreman@northtyneside.gov.uk or call 0191 643 2225.

2. Our highlights in 2018 - 2019

In 2018-19 we have:

- reviewed, refreshed and published our Equality and Diversity Policy and new Corporate Equality Objectives;
- developed cancer locality posts, action plans and community interventions in areas of high socio-economic deprivation;
- completed needs assessments for Domestic Abuse, End of Life Care, Drug and Alcohol, Breast Feeding, children with Special Educational Needs and Disabilities (SEND) and mothers who have multiple children removed;
- achieved [UNICEF Baby Friendly Initiative](#) stage 3 accreditation;
- procured a specialist all age drug and alcohol service;
- led a citizen research project with young people on the subject of mental health;

- implemented an on line digital platform for mental health support across all high schools;
- led a successful Public Health England innovation bid to support children of alcohol dependent parents;
- achieved 'continuing excellence plus' in the Better Health at Work Awards;
- reviewed Council's approach to [Mental Health First Aiders](#) and implemented a new programme of support.
- maintained accreditation for being a Disability Confident Employer Level 2, with Capita maintaining Level 1 as a Disability Confident Committed Employer;
- worked with Beach Access North East to support provision of a specialist beach wheelchair at Whitley Bay beach (Property Services);
- ensured all new web and mobile applications are compliant with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018;
- developed standard questions for the collection of equality/demographic data across the Authority;
- raised staff awareness of equality issues through promotion of our equality calendar activities;
- completed a Cumulative Equality Impact Assessment (EIA) of Cabinet's Budget Proposals;
- undertook the council's Staff and Health and Wellbeing Surveys and analysed the results by equality characteristic;
- North Tyneside Customer Service Programme proposals agreed by Cabinet;
- begun a review of the Council's Lettings Policy ensuring due regard to the potential impacts on applicants with protected characteristics;
- introduced an in-depth risk assessment matrix to assess the individual support needs of each victim of crime or anti-social behaviour and tailor support to vulnerable victim;
- introduced our Any Day Tenancies approach, which has enabled us to make council housing available quicker to those in need;
- introduced the Rentsense system which enables us to identify and support those in priority need to reduce their rent arrears and maintain their tenancy;
- revised our rent collection procedure to ensure more contact with customers to help us identify issues early i.e. Universal Credit (which has negative impacts in particular for lone parent families and people with disabilities) we can sign post to supporting services and prevent evictions;

- ensured that our £9.00 minimum rate of pay matches that recommended by the Living Wage Foundation;
- seen 67% of managers complete Equality and Diversity training;
- rolled out devices in all of our 70 plus kitchens to help us engage over 400 employees (predominately part time female workers, some based remotely in areas outside of North Tyneside) in online learning opportunities;
- introduced an Employee Assistance programme to enable employees to self-refer to a 24/7 phone line service providing a range of resources and help tailored to individual need. The services include: counselling, a financial helpline, and support for carers and help with parenting issues;
- added 11,026 electors to the Electoral register following changes to the wording of our Household Enquiry Forms to make them more understandable and visits by personal canvassers to non-responding properties, which included people with protected characteristics;
- reduced the number of temporary polling stations to six and improved their accessibility;
- ran two Going the Extra Mile conferences for professionals and educational leaders and four cohorts of Thrive training to enable school staff to manage young people who have mental health issues or display challenging behaviours more effectively;
- prioritised improving outcomes for children and young people with Special Educational Needs and Disabilities (SEND). Completing audits and evaluations of all aspects of current provision to identify priorities for improvement, strengthen collaborative decision making and improve governance arrangements;
- promoted the benefits of the My Care and SIGN Directory websites to not just service users, but to all residents and ensured all of our frontline and social care teams are able to support residents to access online information and advice websites to find the right support for them. As a result North Tyneside Council is ranked 3rd nationally (out of 152 local authorities) for customers reporting that they find it easy or fairly easy to find information and advice about the support they need.

(See Appendix B for updates on service level performance against 2018/19 equality priorities)

3. Our Corporate Equality Objectives:

The Public Sector Equality Duty (PSED) requires local authorities to set and publish equality objectives 'at least every four years'. Given the status of our 2016 equality objectives (as set out below), the requirements of the PSED and the Equality and Diversity Policy review, it was timely to update North Tyneside Council's Corporate Equality Objectives. The review, including trade union representation, was undertaken in winter 2018.

3.1 Performance against our 2016 Corporate Equality Objectives

Objective 1: Good employer

Objective: 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.

Outcome: The proportion of staff agreeing that they are treated with fairness and respect did increase, but narrowly missed the target – achieving 74% by January 2019 (12% higher than the Ipsos MORI UK local authority norm).

Next steps: This target will continue to be monitored under our new equality objective 'be a good employer and promote an inclusive workforce that feels valued'.

Objective 2: Business Management System

Objective: 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.

Progress: An exercise to update personal details on BMS will be undertaken in mid-2019.

Next steps: This target will continue to be monitored under our new equality objective to 'improve the collection and use of both internal and external quality data'.

Objective 3: Equality Training

Objective: To ensure 80% of staff and 100% of managers have up to date equality training by March 2020.

Progress: 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 2019 54.6% of staff were up to date with their equality and diversity training, as were 67% of managers.

Next steps: This target will continue to be monitored under our new equality objective to 'be a good employer and promote an inclusive workforce that feels valued'.

Objective 4: Smoking prevalence

Objective 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).

Outcome: Smoking prevalence at time of delivery for North Tyneside decreased from 12.2% in 2016/17 to 11.3% in 2017/18. The corresponding figures for England were 10.7% and 10.8%.

Next steps: Performance will continue to be monitored by the Public Health Team.

Objective 5: Cumulative Impact of Welfare Reform

Objective: Pilot the collection of data on the equality characteristics of residents impacted by welfare reform initiatives, in order to assess the feasibility of undertaking a cumulative impact assessment as individual reforms are implemented.

Outcome: The pilot was completed and found that although it would be feasible to undertake a cumulative impact assessment as individual reforms are implemented, the introduction of Universal Credit has meant the Authority no longer has access to claimants' equality data as this is held by DWP, thus this objective was unable to be progressed.

Next steps: The Mayor's Task Force on Welfare Reform continues to meet and retain oversight of the impacts of welfare reform and actions that can be taken to address them including support to people with disabilities, foster carers and lone parents.

Objective 6: Carer Satisfaction

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

Outcome: In 2016/17 satisfaction with social care services had increased to 45.5%. However by 2018/19 satisfaction was 42.7%; we also found that 15% of carers taking part in our biennial Carer Survey do not recognise that they are a carer, something that will be addressed through a review of service delivery against the Care Act.

Next steps: Performance will continue to be monitored by Adult Social Care, who will work with partners and providers to ensure their focus on customer service aligns with our new Customer Service Programme.

3.2 2019 Equality Objectives

It was agreed that our new objectives would ensure firm foundations so that actions against each one can evolve and develop over the next four years.

Our new Corporate Equality Objectives and key actions were agreed by Cabinet in January 2019, ready for implementation to begin from April 2019. The objectives are outlined below, alongside targets and progress to date.

Objective 1: Improve North Tyneside Council's EIA process

Key actions:

- a. Review, update and promote EIA guidance and documentation
- b. Appoint new EIA 'champions' who will be trained and supported to help team members complete EIAs
- c. Develop and implement a plan for the re-introduction of a fit for purpose electronic system for EIAs.

Next steps:

- a. A new form and guidance will be approved by the Corporate Equality Group in September 2019
- b. New EIA champions will be appointed and trained by November 2019
- c. The potential for developing a new ICT system for the storage and monitoring of EIAs will be assessed by May 2019.

Objective 2: Be a good employer and promote an inclusive workforce that feels valued

Key actions:

- a. Undertake and implement findings from the staff and staff health and wellbeing surveys
- b. Understand the specific equality and diversity issues arising from both surveys and make recommendations for action
- c. Develop and promote an annual equalities events calendar, encouraging employees to contribute to the development of the activities it delivers
- d. Ensuring that the authority's mental health first aid approach provides increased awareness of the issues associated with specific protected characteristics.

Progress:

- a. Information shared with Senior Leadership Team by May 2019 and analysis by service available in the Health and Wellbeing Survey Report.
- b. Significance testing by protected characteristic has been completed and reported within the Health and Wellbeing Survey Report
Corporate Equality Group has established a task and finish group to produce recommendations for action. Work is planned to better understand and address issues raised by employees with disabilities

- c. An equalities calendar that identifies 6 key themes for 2019 and a number of other areas has been agreed and is being promoted by the Communications Team.

Next steps:

- b. Initial contact with employees with disabilities will be established through internal communications and at the June Market Place Events, after which focus groups and one to one discussions will be held
- d. Provide additional training on protected characteristics for mental health first aiders by July 2019.

Objective 3: Ensure staff and elected members are kept informed about the requirements of the Public Sector Equality Duty

Key actions:

- a. Continue to develop and deliver a programme of equality training
- b. Develop a handbook to help staff consider and respond to the needs of customers and colleagues with specific protected characteristics
- c. Ensure that our equality duties are considered as part of the review of the North Tyneside Council Constitution.

Progress:

- a. Participation in our equality training programme is growing with 54.6% of employees and 67% of managers up to date with their equality training. Provision of on-line training for managers, the roll out of devices to enable kitchen staff to participate in on-line training and the on-going development of new learning methods have all contributed
- c. Development of the handbook is underway and is due to be completed in September 2019.

Next steps:

- a. Continue to monitor and report on engagement with our equality training programme
- b. Publicise the handbook
- c. Complete the review of the Constitution by March 2020.

Objective 4: Improve the collection and use of both internal and external quality data

Key actions:

- a. Provide guidance on the appropriate and consistent collection of equality data
- b. Improve collection of staff equality data on our Business Management System to increase by 50% the number of staff who complete BMS data by March 2020
- c. Use staff equality data to inform the development of initiatives to support our commitment to make our workforce more representative of the borough's population

- d. Use equality data to ensure service delivery and community engagement is balanced and proportionate.

Progress:

- a. Standard equality/demographic questions have been developed and guidance drafted
- b. As illustrated in Appendix A our Human Resources team uses equality data to inform its service priorities and duties, which for example shows how the apprenticeship programme has resulted in an increase in the proportion of 16-24 years employed by the Authority to 5%.

Next steps:

- a. The equality/demographics questions guidance will be finalised and publicised in June 2019
- b. An exercise to update personal details on BMS is planned for mid-2019
- c. Opportunities to advertise more widely on the Regional Recruitment Portal to promote North Tyneside Council as a Disability Confident Employer will be investigated during 2019
- d. This will follow on from action 4a and recommendations discussed at Corporate Equality Group in autumn 2019.

Objective 5: Ensure our buildings and communications are accessible

Key actions:

- a. Review and publish accessibility statements for all of our public buildings
- b. Review and act on the findings of our EIA on council communications
- c. Deliver additional equality actions identified within our Customer Service Programme

Progress:

- a. Discussions have been held with [AccessAble](#) who can undertake up to 200 access audits, from a user perspective, of buildings identified by the Authority and publish accessibility statements.
- c. Customer Service Programme agreed by Cabinet in May 2019

Next steps:

- a. Explore the opportunities for partners and local businesses to take part in the audit and share the costs and benefits
- b. To produce a communication grid by equality characteristic by July 2019
- c. Lead the development of the Customer Service Programme ensuring that equality and diversity are integral to the approach.

4. Service Priorities for 2019/20

All council services write annual service plans to demonstrate how they will contribute to the delivery of the Our North Tyneside Plan and other key business priorities, including actions taken to achieve our Corporate Equality Objectives.

Corporate Strategy and Customer Service

Our focus in 2019-20

- Lead the development and publication of new EIA guidance (Objective 1).
- Review the Corporate Strategy approach to developing, agreeing and reviewing EIAs (Objective 1)
- Lead on the analysis of the Staff Health and Wellbeing Survey, ensuring that the findings from Corporate Strategy employees are considered (Objective 2)
- Engage with employees (particularly those with disabilities) to better understand issues highlighted by the Staff and Health and Wellbeing Surveys (Objective 2).
- Lead on promotion of the annual equalities events calendar, as part of the wider corporate communications plan (Objective 2)
- Support the Youth Council to deliver an Equality and Diversity Conference for Young People in January 2020 (Objective 2)
- Support the running of the Youth Council's Anti-Bullying Writing Competition (Objective 2)
- Work with Organisational Development to support the delivery of a programme of equality training, including the training of EIA champions (Objectives 1 and 3).
- Ensure that all members of Corporate Strategy are up to date with their equality training (Objective 3)
- Deliver equality and diversity training to all Youth Council members (Objective 3)
- Provide best practice to the council on the collection and analysis of equality data, as part of service planning (Objective 4)
- Deliver the Annual Equality and Diversity Review (Objective 4)
- Lead on the development of the Customer Service Programme ensuring that equality and diversity are integral to the approach (Objective 5)
- Work with Procurement and the North east Purchasing Organisation (NEPO) to procure the Authority's new translation and interpretation contracts, including on-line interpretation provision (Objective 5).

Commissioning and Asset Management

Our focus in 2019-20

- Ensure all new business cases include EIAs which have been reviewed and agreed in accordance with the Authority's EIA guidance (Objective 1).
- Explore the reasons behind the issues raised in the Employee Health and Wellbeing Survey that employees with disabilities are less likely to be satisfied at work, and act to address this (Objective 2).

- Play a key role in delivery of our Corporate Equality Objective action of reviewing and publishing accessibility statements for all of the Authority's public buildings (Objective 5).

Environment, Health and Leisure

Our focus in 2019-20

- Conduct and act on Equality Impact Assessments in relation to consultations and service or policy changes (Objective 1).
- Review existing EIA's (Objective 1).
- Ensure employees carry out EIA training as appropriate to role (Objective 1).
- Deliver equality awareness events in Libraries and Sport and Leisure Facilities to contribute to the council's annual equalities events calendar (Objective 2).
- Ensure employees take part in mandatory Equality and Diversity training (Objective 3).
- Ensure equality data is collected, stored and used in line with GDPR requirements (Objective 4).
- Improve the collection and storage of equality data through the introduction of new databases, including the Library Management System and Sport and Leisure Management System (Objective 4).
- Encourage staff to provide equality data on the Authority's Business Management System (Objective 4).
- Support the implementation of a programme of accessibility audits in EHL run buildings (Objective 5).
- Conduct and reviewed Health and Safety Risk Assessments giving due regard to people with protected characteristics (Objective 5).

Health, Education, Care and Safeguarding (separate entry for Public Health)

Our focus in 2019-20

- Complete EIAs for any service change (Objective 1).
- Ensure there is an EIA champion in the team (Objective 1).
- Develop a plan to respond to the findings from the Staff and Health and Wellbeing surveys (Objective 2).
- Lead specific campaigns within the equalities calendar (Objective 2).
- Use the 3 key questions approach with staff to gather their views on working in the service (Objective 2).
- Conduct the annual social work health check (Objective 2).
- Participate fully in equality training and ensure 95% compliance (Objective 3).
- Have equality champions across the service (Objective 3).
- Comply with guidance on the collection and use of equality data (Objective 4).
- Encourage staff to record equality data (Objective 4).
- Include equality issues in audit of case recording (Objective 4).
- Provide a service link to any corporate work to improve accessible communications. (Objective 5).
- Review our communications materials against the accessible communication standard annually (Objective 5).

Law and Governance

Our focus in 2019-20

- To ensure equality and diversity is a regular agenda item at team meetings.
- To attend Corporate Equality Group.
- To contribute to the Annual Equality Review.

Public Health

Our focus in 2019-20

- Undertake EIAs during the review, planning and any changes to services we provide (Objective 1).
- Ensure there is an EIA champion in the team (Objective 1).
- Develop a plan based on staff survey findings and contribute to its delivery (Objective 2).
- Develop a plan to respond to the employee health and wellbeing survey and lead the delivery within the Health at Work Programme (Objective 2).
- Lead specific campaigns within the equalities calendar, specifically those on mental health, suicide prevention, maternity and early years e.g. breast feeding promotion, and HIV/AIDS (Objective 2).
- Lead the approach to and support for Mental Health First Aiders within the workplace (Objective 2).
- Participate fully in employee equality training and ensure 95% compliance (Objective 3).
- Adhere to guidance on the collection and use of equality data across the service (Objective 4).
- Encourage managers and employees to record appropriate equality data (Objective 4).
- Contribute to increasing the accessibility of our communications through the development of SEND pathways and notifications (Objective 5).

Resources

Our focus in 2019-20

Contribute to the delivery of the Corporate Equality Objectives:

- Appoint an additional EIA Champion (Objective 1).
- Review EIAs as part of our programme of policy (including health and wellbeing) and practice reviews (including pay and grading, job evaluation and terms and conditions of employment) to ensure equitable application (Objective 1).
- Ensure EIAs are completed for all restructures to understand and respond to any potential impacts on employees with protected characteristics and to the diversity of our workforce (Objective 1).
- Agree an action plan to address any issues for the Human Resources and Organisational Development teams from the Staff and Health and Wellbeing Surveys (Objective 2).

- Contribute to the Council wide action plan arising from the Staff and Health and Wellbeing Survey (Objective 2).
- Contribute to the development and promotion of the Equalities Calendar (Objective 2).
- Continue to monitor that all service areas (including our own) are compliant with Equality and Diversity mandatory training requirements (Objective 3).
- Contribute to the development of the staff equality handbook (Objective 3).
- Conduct an annual update of employee's personal data (Objective 4).
- Complete implementation of a Human Resources Analytical Tool to enable better on-going management of workforce data, including equality data (Objective 4).
- Investigate opportunities to advertise more widely on the Regional Recruitment Portal to promote North Tyneside Council as a Disability Confident Employer (Objective 4).

Apprenticeships:

- Use the Apprenticeship Levy to develop pathways and access to learning and development for our lowest paid employees to help address in work poverty.
- Investigate how we can improve the career opportunities of women in frontline services by opening up apprenticeship opportunities.
- Evaluate use of the Apprenticeship Levy in 2018/19 and its profiled use over 2019/20.
- Continue to work with service areas and learning providers to identify pre-apprenticeship pathways for our hardest to reach young people.
- Continue to identify how we can better engage with looked after children and care leavers to increase their interest in a targeted apprenticeship offer.
- Continue to fully support looked after children within council recruitment processes to enable them to prepare for adult working life.
- Continue to provide additional support and developmental opportunities to apprentices who are Looked After Children while on the programme, to improve retention and progression into employment.
- Analyse workforce data to address in-work poverty within the Authority's workforce and create developmental pathways for roles identified through this analysis, linked to maximising the apprenticeships available.

Learning and Development:

- Promote resilience, stress management and mental health specific learning to increase employee engagement and knowledge.
- Launch learning pages and offer alternative methods of learning to hard to reach employees and groups to encourage engagement within learning.
- Develop a personal learning page in Learning Pool specific to carer needs to enable them to access targeted training.

Housing Property and Construction Service:

- Monitor and assess the equality impacts (including the gender pay gap) on the overall workforce to March 2020 of the Housing Property and Construction Service joining the authority.
- Ensure all employees in our Housing Property and Construction Service have taken part in a culture programme, which includes mandatory Equality and Diversity training, by October 2019.

Regeneration and Economic Development

Our focus in 2019-20

- Develop and monitor an action plan based on the Annual Equality Review.
- Circulate and comment on Equality Impact Assessments across service area and comply with corporate EIA guidance (Objective 1).
- Regularly review and act on function level EIAs (Objective 1).
- Attend and actively participation in the Corporate Equality Group.
- Identify and respond to any equality training issues in the service area (Objective 3)
- Contribute to the annual equality review process.

Technical Services Partnership with Capita

Our focus in 2019-20

- Ensure EIAs are completed and acted upon (Objective 1).
- Continue to focus our employment procedures and practices on maximising the potential of each unique individual (Objective 2)
- Work to ensure our workforce is diverse and reflects the communities we work in; through a range of activities including: engagement with schools and universities; membership of groups such as Women in Property, Women in Engineering and working with STEM ambassadors; provision of work experience placements and (paid) internships; and support for flexible working (Objective 4).
- Attend and actively participate in the Corporate Equality Group.

Appendix A: Employee Data

We use the information highlighted in this appendix to support our employees, meet our equality duties and inform delivery of our Human Resources Service priorities:

- paid correctly and on time
- working in a safe environment
- healthy
- happy and capable

Sex: The percentage breakdown of men and women employed by North Tyneside Council has remained fairly static for a number of years. However this has changed recently with the return to the Authority of 350 staff delivering our Housing Property and Construction Service. They are a predominantly male workforce which takes the percentage of men in the workforce to 37% (Source: [NTC Business Management System 2019](#)). This contrasts to the population of the Borough population of 48% men and 52% women (Source: [2017, Mid Year Population Estimates](#)).

Age profile: 5% of our employees are aged 16-24 which is an increase of 1.5% since last year (Source: [NTC Business Management System 2019](#)). This is most likely due to the success of the Authority's Apprenticeship Programme over the past four years. Whereas 9% of the population of North Tyneside are in this age group (Source: [2017, Mid Year Population Estimates](#)). There have been no other notable changes in the percentage of other age groups within the workforce.

Disability: At 3% there has not been a notable change in the number of employees reporting as having disabilities (Source: [NTC Business Management System 2019](#)); this contrasts with a borough population of 20.6%. (Source: [2011 Census](#)).

Ethnicity: 81% of our employees are white, 3% are from black and minority ethnic (BME) communities, which is an increase of nearly 1% from last year. 16% have not declared this information. (Source: [NTC Business Management System 2019](#)). This compares with the Borough population of 97% white, 3% (BME) with the main group Asian or Asian British (Source: [2011 Census](#)).

Faith/Religion: 47% of our employees are Christian, 2% combined are Buddhist, Muslim, Sikh, Hindu, Jewish and other religions. 51% have no religion recorded (Source: [NTC Business Management System 2019](#)). This contrasts with the Borough population where 53% are Christian, 2.6% combined are Buddhist, Muslim, Sikh, Hindu, Jewish and other religions, while 44% have no religion (Source: [Office for National Statistics Annual Population Survey January - December 2018](#)).

Sexual orientation: 13% of employees identify as heterosexual, 1% bisexual, gay or lesbian. 86% of employees have not declared their sexual orientation (Source: [NTC Business Management System 2019](#)). These figures remain largely the same as the previous year with a slight increase in the number of employees identifying as gay or lesbian. The population estimate for gay, lesbian and bisexual people within the North East region is 1.8% (Source: ONS Sexual Identity based on APS; [Office for National Statistics Sexual Identity based on the Annual Population Survey](#)).

Marital Status: 41% of employees are married, 27% single, 4% divorced, 1.5% living together, 0.6% widowed, 0.4% have a domestic partner, 0.4% are legally separated and 0.1% are in a civil partnership. 25% have not declared this information. (Source: [NTC Business Management System 2019](#)). There have been small changes to the percentages compared to last year's figures, with a slight decrease in employees identifying as married. This compares to the Borough population where 46% are married, 32% are single, 10% are divorced, 8% are widowed, 0.2% are in a same sex civil partnership and 2.8% are separated (Source: [2011 Census](#)).

Recruitment and retention rates: Of all job applications received, 65% are from females and 60% of new starters within the council are female. This compares to 64% and 72% last year. Overall female representation within the workforce over 12 months has decreased from 68.8% to 63% due to the return to the Authority of 350 staff delivering a Housing Property and Construction Service (Source: [NTC Business Management System 2019](#)).

8% of all applications received were from BME communities, a slight increase since last year (Source: [NTC Business Management System 2019](#)).

Senior Pay Scales: The gender breakdown in the Senior Leadership Team (SLT) is 4 women and 6 men. This is a change from last year of 56% women and 44% men due to a combination of turnover, a restructure of the SLT and new appointments (Source: [NTC Business Management System 2019](#)).

In the Senior North Tyneside Pay Scales the breakdown is 53% women and 47% men and therefore no change from last year (Source: [NTC Business Management System 2019](#)).

Flexible Working Applications: 10.4% of female employees and 3.5% of males requested flexible working. This is a slight decrease in female employee requests and double that of last year for males (last year 11.4% of females and 1.7% of males made requests).

83% of all flexible working requests were made by females and 17% by males (Source: [NTC Business Management System 2019](#)).

Length of service: Length of service monitoring data shows that 35% of employees have been employed by the Authority for between one and ten years.

10% of the workforce have less than one year's service (of that group female employees account for 60% and 40% are male). The percentage of the workforce with less than one year's service has recently changed with the return to the Authority of 350 staff delivering a Housing Property and Construction Service. In addition there has been an increase in the number of apprenticeships.

This pattern changes when employees reach 31-40 years of service, where representation is 43% female and 57% male.

After 40 or more years of service the breakdown is 6% female and 94% male, indicating that more women leave the Authority after 31 years of service. This reflects

changes in the workforce profile during this time (Source: [NTC Business Management System 2019](#)).

Leavers vs recruited: There has been no change in the proportion of leavers since last year, as 67% of leavers are female and 33% male.

Based on employees with less than 12 months service, 60% of new starters* were female compared to 40% male. This is similar to the workforce makeup which is 63% female and 37% male (Source: [NTC Business Management System 2019](#)).

This shows that while more women are leaving the organisation, more men are being recruited. The success of the Authority's Apprenticeship Programme over the past four years is likely to have had an impact on this.

*For any employees who have transferred to the Council under TUPE the date on which the period of continuous employment started is the date on which the employee started work with the old employer.

2018 Staff Survey: The majority of our workforce (74%) believe that they are treated with fairness and respect which is well above UK Local Authority norm of 62%.

82% believe that the council is an equal opportunity employer which is above the UK Local Authority norm of 79%.

We have seen an increase from 62% in 2016 to 67% in 2018 of employees who have confidence that the Council will deal effectively with harassment and bullying if an issue is raised.

Overall the survey revealed that females were more likely than males to give positive responses, likewise the proportion of negative responses increased with age. The survey suggested employees with disabilities have a less positive experience of employment with the Authority when compared to all other employees, therefore further research is being undertaken.

2018 Staff Health and Wellbeing Survey: We aim to ensure our workforce is mentally and physically well enough to carry out their role and has the resilience to meet the challenges of now and the future. Our Staff Health and Wellbeing Survey helps us to identify and respond to health and wellbeing issues.

The 2018 survey achieved a response rate of 32% and found:

- although 66.2% of respondents feel their physical and mental health is good, those with disabilities or who identify as LGB are significantly less likely to agree
- 69% of respondents said they were happy, but those with disabilities were significantly least likely to feel this way
- Although 65% of respondents rated the things they do at work as worthwhile, those with disabilities were significantly less likely to feel this way
- 9.9% of respondents smoke, which is lower than the Borough and national rate. Employees aged 25-34 were significantly least likely to smoke at 1%

- Only 24.4% of respondents achieve healthy eating guidelines by consuming 5 or more portions of fruit and vegetables a day, with those aged 55-64 years being significantly least likely to achieve the target
- 56% are drinking at increased risk, with LGB respondents one of the groups significantly most likely to be at risk
- Only 18.4% meet physical activity levels which make them breathe harder
- Only 37.8% meet strengthening activity guidelines, with females and those aged 55-64 years being significantly least likely to achieve the guideline
- 46% have troubled sleep
- 23% feel they are in high stress jobs, with carers and employees with disabilities significantly most likely to feel this way
- 31% have high anxiety scores, with employees with disabilities significantly most likely to report high anxiety
- 18% have suffered an injury or illness caused or made worse by their job, with those with disabilities significantly most likely to identify this
- 75% have gone into work when they should have taken the day off sick, this is significantly most likely for employees who are carers or have disabilities
- 20% do not feel they work in a supportive environment.

Gender Pay Gap: In April 2019 we reported a gender pay gap of 7.6% between men and women and a median average gap of 2.2% between men and women (Source: [NTC Business Management System 2019](#)).

We are monitoring the impact of the Housing Property and Construction workforce coming back into the Authority from 1 April 2019. This data will help us to understand the impact of large organisational change.

Our 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 are working to better understand what more we can do to offer career opportunities for employees in these service areas.

The work we are undertaking, linked to in-work poverty, will contribute towards bridging the gender pay gap of those in our female frontline services. The in-work poverty analysis will identify the key roles within services that are the lowest paid and enable the creation of development pathways, including apprenticeships. This will provide a clear route for career progression for those individuals and help support up skilling of the workforce.

Apprentice Programme: In 2018 58% of the Authority's apprenticeship posts were filled by people from our target groups - Looked After Children (LAC), care leavers, those not in education, employment or training (NEET) and those with Special Educational Needs or Disabilities (SEND). The proportion of apprentices with a disability increased from 1% in 2015 to 7.7% in 2018 and represents almost a 2 percentage point increase on last year (Source: [NTC Business Management System](#)

[2019](#)). We continue to work to increase these numbers, as set out in our service priorities for 2019-20.

Learning and Development: One of our equality objectives is for 80% of staff to complete equality and diversity training by 2020. Currently 54.6 % of staff have achieved this. The corporate Workforce Development Team are working closely with frontline services to provide this training in appropriate formats, as a result over 400 frontline employees now have access to a device in the workplace providing easier access to training.

We have seen 2001 training completions on additional equality and diversity themed courses during 2018. Courses include autism awareness, transgender awareness and learning disability awareness.

The equality objective also includes the target of 100% managers completing equality and diversity training by 2020. So far 67% of our managers have completed this training (3 yearly refresher) (Source: NTC Learning Pool 2019).

To continue to provide flexible learning options the Workforce Development team are developing a bespoke online training programme for managers, this can be used as initial or refresher training at a time and place that is suitable to individual.

Personal resilience, stress management training has been released and promoted across the council and is mandatory for all employees. Participation continues to rise with 544 completions in the last 12 months.

Completion of all mandatory training, which includes equality and diversity, is now tracked by managers across all services using the workforce development performance dashboard. In addition bi-monthly reporting is provided to the Senior Leadership and Senior Management teams at Leadership Forum and biannually to all managers through the managers briefing. It is hoped that this additional level of monitoring and scrutiny on the take up of mandatory training will help support achieving the mandatory targets set by the Authority.

Appendix B: Review of Service Equality and Diversity Actions for 2018/19

Corporate Strategy

Actions	Progress – end of March 2019
<p>Communications Review: to complete and implement the recommendations from the review of communications with D/deaf people.</p>	<p>Now incorporated into work to be delivered through the Customer Service Programme now due to be approved by Cabinet in May 2019</p>
<p>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.</p>	<p>Since autumn 2018 all new web based projects have been compliant with the directive, a review of existing provision will be delivered as part of the Customer Service Programme</p>
<p>Single customer record. To roll out delivery of a single customer record, to include collection of customer communication needs.</p>	<p>A long term aim - actions to ensure consistent collection and use of information on customer communication needs will be considered as part of the Customer Service Programme</p>
<p>Customer Experience: To produce North Tyneside Council's Customer Experience Strategy, demonstrating due regard to customers with protected characteristics.</p>	<p>The Customer Service Programme Cabinet Report highlights our Corporate Objective to "ensure our buildings and communications are accessible" and states that 'It is expected that this objective will be delivered, in part, through additional equality actions that will be identified through the development of this Plan'.</p>
<p>Awareness Raising: To deliver the Equality Calendar Communications Plan in partnership with services across the organisation, strategic partners and trades unions.</p>	<p>On-going: during 2018/19 we ran campaigns and activities to promote Holocaust Memorial Day, LGBT History Month, Time to Talk Day, Northern Pride, World Dementia Awareness Month, Black History Month, World AIDS Day</p>

<p>Translation and Interpretation: To manage and seek to develop provision through the Authority's Translation and Interpretation contract.</p>	<p>The contract continues to be delivered, the option to provide on-line interpretation will be progressed through the Customer Experience Plan .</p>
<p>Budget setting: In partnership with Finance, implement the review of the Authority's budget setting process, giving a higher profile to equality impacts.</p>	<p>Completed for 2018. Will also be addressed through Corporate Equality Objective 1 to review NTC's EIA process.</p>

Environment, Housing and Leisure

Actions	Progress – end of March 2019
<p>Housing needs of the most vulnerable: To establish housing need for people living in North Tyneside who are most vulnerable, living 'chaotic lifestyles' or have mental health issues.</p>	<p>From July 2019 four advisors will start work supporting new and current tenants applying or transferring onto Universal Credit in partnership with the Department for Work and Pensions, Work Coaches and Citizens Advice Bureau.</p> <p>We have four new Employment and Housing Advisors who will engage with unemployed and economically inactive tenants to provide 'total person employment support', move them into or closer to work and help them to sustain their tenancies.</p> <p>We have developed and are awaiting approval for a pre-eviction panel for adults with vulnerable issues.</p> <p>Agreed a Domestic Abuse Policy</p>
<p>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.</p>	<p>We received funding to undertake research with Newcastle University to identify good practice and design homes for older people. This has informed the proposed layout of the development, and type and style of homes and a planning application is being prepared.</p> <p>We plan to provide (although numbers may be subject to change) 45 extra care apartments, 18 bungalows for people with either learning or physical disabilities, 8 bungalows for people with dementia, 29 affordable</p>

	rent bungalows and 21 bungalows for sale.
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.	Audit completed and marketing plan developed to promote the new sessions and activities for people with disabilities. These include: Sign and Play and Sign and Splash sessions at Tynemouth Pool and The Parks and No Limits Disability sessions that are now part of the mainstream programme attracting between 12 and 15 children. Weekly adapted bike sessions are planned as part of the summer of cycling programme.
Refuse Collection: To develop and implement an exception criteria for residents receiving the new Alternate Weekly Refuse Collections.	Completed – we now offer larger bins to households of six people or more or to residents with genuine medical need.
Mouth of the Tyne Festival: To extend the provision of BSL signing to include key events at Whitley Bay Playhouse.	There will be BSL signing in Front Street. Discussions have taken place with Whitley Bay Playhouse – they will make provision in accordance with their policies and practices.
Library Management System (LMS): To introduce a new Library Management System, which will refine the collection of equality characteristics and enable a more targeted approach to stock selection.	<p>The new system was introduced on 25 June 2019 and collects information about gender and age.</p> <p>As other equalities information is not required in order to be a member of the library, this is not being collected on the LMS in line with GDPR, but customers are asked to voluntarily complete an equality monitoring form anonymously if they wish to provide this information and it is being collated separately.</p>

Parks User Survey: To revise the customer satisfaction survey undertaken in our main parks to collect user satisfaction and equality data.	The review is on-going.
Street Environment: To introduce a policy to control street furniture on our pavements to ensure a safer environment for all users this will in particular assist those with a disability.	A policy to control street furniture in the borough is being drafted, prior to internal consultation with the aim of adopting the policy before April 2020.

Health, Education, Care and Safeguarding

Actions	Progress – end of March 2019
Education Placements: To stabilise educational placements to ensure good educational outcomes for all children and young people.	<p>Since September 2018 secondary head teachers have been seconded to lead work to stabilise educational placements and limit the number of times vulnerable young people move educational establishment. They have reviewed of alternative provision and made recommendations that are being implemented. This has included ensuring greater consistency in the quality of referral documentation, strengthening panel arrangements and access to alternative provision, improving the governance of Moorbridge Pupil Referral Unit and delivering training to people who manage the systems in schools.</p> <p>Training has also been given to school staff to enable them to manage young people who have mental health issues or display challenging behaviours more effectively.</p>
Improved SEND outcomes: To strengthen partnership working between education, health and social care to improve outcomes for children and young people with SEND.	We have audited and evaluated all aspects of current SEND provision to identify priorities for improvement, strengthen collaborative decision making and improve governance arrangements.
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.	WRAP (Workshop to Raise Awareness of Prevent) training is mandatory for all staff. It highlights issues relating to radicalisation and provides information about what actions to be taken in respect of the government's PREVENT counter terrorism strategy.

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.

We have promoted the benefits of the My Care and SIGN Directory websites to not just service users, but to all residents and ensured all of our frontline and social care teams are able to support residents to access online information and advice websites to find the right support for them.

For those needing more detailed or specialist information and advice our social care teams, including Care & Connect, Gateway and Community and Specialist Social Work Teams, are also able to support customers in using these sites.

An average of 230 users access the My Care North Tyneside site every month. The most used pages views are reporting safeguarding concerns about residents, information and advice pages, and questionnaires exploring support needs.

The SIGN Directory has over 600 services and events for residents to search for and access. It sees an average of 1050 users a month. The most used pages are Care Call services delivered by North Tyneside Council, the Loan Equipment service, Tai-Chi, and Care & Connect.

North Tyneside Council is now ranked 3rd nationally (out of 152 local authorities) for customers reporting that they find it easy or fairly easy to find information and advice. This success is as a direct result of partnership working through the SIGN North Tyneside network, where local information and advice providers work together to support residents and signpost them to relevant support.

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.

The assessment and support planning documentation has been reviewed in light of the Care Act

<p>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, and changes to charges for Court of Protection activity.</p>	<p>A full consultation process was undertaken. All customers and their providers (to provide support) were written to. A report of the outcomes of consultation was provided to Cabinet and Overview and Scrutiny, and were published.</p>
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Law and Governance

Actions	Progress – end of March 2019
<p>Electoral 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.</p>	<p>Considerable changes were made to the wording on both the envelopes and Household Enquiry Forms to make them more easily understandable. Responses to the initial form increased from 50.9% in 2017 to 58.9% in 2018 with the overall response rate increasing from 85% in 2017 to 85.8% in 2018.</p>
<p>Electoral Register: Contact residents, including those with protected characteristics, who are not on the electoral register to encourage them to register.</p>	<p>98,387 Household Enquiry Forms were sent to households in the Borough. Anyone not already registered was encouraged to do so. Personal canvassers visited non-responding properties. 11,827 Invitations to Register were sent to potential new electors and 11,026 electors were added to the Register including those with protected characteristics.</p>
<p>Polling stations: Reduce or remove the need to use temporary polling stations improving accessibility and customer experience.</p>	<p>We have reduced the number of temporary polling stations to 6. As part of the statutory polling station review we have identified a better specification for those temporary polling stations which aims to provide better accessibility and overall a better customer experience for those voting in person.</p>

Public Health

Actions	Progress – end of March 2019
<p>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 re-procuring and awarding a new contract.</p>	<p>Complete health needs assessment in place and new contract awarded</p>
<p>Pregnant women: To promote the health and wellbeing of pregnant women and children by:</p>	
<ul style="list-style-type: none"> Achieving accreditation under the UNICEF Baby Friendly Initiative to support and promote breastfeeding in North Tyneside. 	<p>We completed the UNICEF stage 3 assessment accreditation for 0-19 Children's Public Health service. We continue to ensure UNICEF standards are being delivered and consideration is now being given to an application for Gold assessment.</p>
<ul style="list-style-type: none"> Rolling out training to promote perinatal mental health. 	<p>Three members of staff have received train the trainer training and roll out to staff has commenced.</p>
<ul style="list-style-type: none"> Developing a whole systems approach to tackling childhood accidents. 	<p>A task and finish group completed an initial assessment of childhood accidents and developed an action plan.</p>
<ul style="list-style-type: none"> Addressing the oral health needs of preschool children. 	<p>Newcastle University Dental School has trained early years staff across Wallsend, Howdon, Chirton and Riverside.</p>

Human Resources

Actions	Progress – end of March 2019
<p>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.</p>	<p>We are having discussions with the organisation that manages the Local Authority Recruitment Portal to explore the possibility of promoting the Disability Confident Employer accreditation through the North East Jobs Recruitment Advertising Portal.</p>

Apprentice Programme: To:	
<ul style="list-style-type: none"> • Create a cross council working group to identify how we can better engage with LAC (Looked After Children) and care leavers to increase their interest in a targeted offer. 	<p>The Authority has developed a draft proposal for a two year programme to support Looked After Children in accessing the world of work. Part of the proposed offer will aim to focus on independent living and community participation the first year. While the second year the proposal recommends focusing on exploring vocational areas and preparing individuals for employability, job search and functional skills. Throughout the two years the work placement element will increase in complexity and duration. The Employment and Skills team are currently investigating funding opportunities for this programme.</p> <p>The agreement and implementation of this model will involve joint working between key council partners in Childrens' Services, Raising the Health and Education of Looked After Children Team, Prevention and Early Intervention Team, as well as external organisations in education and the voluntary sector.</p> <p>While the model is being developed, the Employment and Skills Team are providing additional support and training to the Leaving Care Team and Care Leavers through the provision of specific Information, Advice and Guidance services for Looked after Children and Care Leavers aged 16-18 and 18 plus. This includes personal and social development training for young people and dedicated Advisor support to provide advice and signposting to Apprenticeship opportunities.</p>
<ul style="list-style-type: none"> • Ensure LAC are fully supported within council recruitment processes to enable them to prepare for adult working life. 	<p>Prior to apprenticeship opportunities being advertised the apprenticeship lead meets with the LAC Connexions adviser to discuss the support needs, circumstances, vocational interests and work readiness of individual looked after children. The Connexions adviser has 1-1 meetings with her clients to tell them about available opportunities and then supports them through the process.</p> <p>The apprenticeship lead also liaises with the Leaving Care Manager, the Authority's residential childcare staff and the Working Roots team. Personal advisers working with the young people in residential homes also provide support with completing applications, preparing for interviews</p>

	<p>and coping with travel requirements. Traineeships have been developed each year as a pathway into apprenticeships. Looked after children are targeted for these programmes and each year the majority of trainees come from this group. On completing the traineeship, they are guaranteed interview for an apprenticeship.</p> <p>All looked after children, care leavers and Working Roots trainees are guaranteed apprenticeship interviews where they meet essential criteria. Work experience tasters are offered to looked after children within service areas that are recruiting apprentices in order to raise confidence levels and increase the young people's awareness and understanding of what an apprenticeship entails.</p> <p>The apprenticeship lead works with recruiting managers to advise on appropriate selection processes with looked after children in mind e.g. incorporating practical exercise and tasks which allow the young people to demonstrate ability in a more informal environment and tailoring interview formats and questions to an appropriate level.</p>
<ul style="list-style-type: none">• Ensure LAC apprentices are given additional support and developmental opportunities while on programme to improve retention and progression into employment.	<p>LAC apprentices are supported by partnership working between their workplace mentor, personal advisor and training provider to identify additional support needs. A pastoral mentor can provide additional support.</p> <p>Young person centred meetings are arranged with the young people to discuss any challenges they are facing and any barriers to them staying engaged at work. These meetings bring together the apprentice, their tutor, work mentor/manager and the apprenticeship lead. We have recently agreed to assign a named Human Resource Business Partner, who will act as the sole Human Resources link for all apprentices and their managers. This ensures the Authority can provide a more consistent and supportive approach to managing the performance of this group who are often dealing with complex and challenging lifestyles issues that impact on their working practices.</p>

	The Authority has been successful in achieving its public sector apprenticeship target for 2018/19 and has continually engaged with our targeted groups, which includes looked after children. In 2018 58% of the Authority's apprenticeships posts were filled from our targeted groups.
Tackle work poverty and improve the career opportunities of women in frontline services: 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.	The Authority is identifying its lowest paid employees and their characteristics, including sex and whether they live in a deprived part of the borough. This data will enable the Authority to develop pathways, including apprenticeships, for key roles and individuals across our lowest paid workforce. Discussions will then begin with service teams about up skilling and potential service redesign to maximise development opportunities and address in-work poverty within our workforce
Learning and Development: To:	
<ul style="list-style-type: none"> develop and launch equality and diversity e-learning for managers 	Launched in August 2018, 60 managers have completed via this method of learning.
<ul style="list-style-type: none"> ensure 50% of staff engage in equality and diversity training 	Completion target has now been increased to 80% by 2020.
<ul style="list-style-type: none"> ensure 50% of managers engage in equality and diversity training 	67% of managers are now complete target has now been increased to 100% by 2020.
<ul style="list-style-type: none"> launch online induction programme providing equality of access to training 	Induction programme was launched in October 2018, providing online access to all employees via work or personal devices. A review of the programme is now underway to identify areas for improvement and enhance engagement
<ul style="list-style-type: none"> promote resilience, stress management and mental health specific learning to increase engagement and knowledge 	We have seen 1021 completions in mental health related courses. 48% of individuals who completed the course evaluation for personal resilience training felt that the training enhanced their current knowledge skills and behaviour. 43% felt that it helped improve their practice.

<ul style="list-style-type: none"> launch learning pages to hard to reach employees/groups to encourage engagement within learning. 	Launched across catering services providing online access and bespoke learning and easy navigation to over 400 employees
<p>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.</p>	Further analysis is being carried out to look at the data in more detail to assess longer term impacts on the workforce.
<p>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.</p>	The staff survey was undertaken by IPSOS Mori and completed in autumn 2018. The findings were analysed by service, grade and equality characteristic and reported to SLT. Action plans are being developed to address the issues raised.
<p>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.</p>	No Grades were changed as a result of the new pay model. As this new model only came in 1 April 2019 with an increase in overall workforce numbers due to the new Housing Property and Construction service coming back in house further analysis will be undertaken to look at the impact of the 2019 Pay Award.

In addition during 2018/19 Human Resources have:

- carried out a self- assessment of our policies and practices around the recruitment and retention of employees with disabilities.
- begun to deliver our Action Plan on initiatives to support the Authority's Mental Health & Wellbeing Policy.
- reviewed our Occupational Health and Safety provision and have a new contract in place from 1 April 2019.
- introduced an Employee Assistance Programme that will be integrated into our policies and procedures. The programme provides a self-referral option for employees to access 24/7 phone line service to help them access a range of resources and help tailored to the individual need. The services include: counselling, a financial helpline and help with parental issues.
- begun to provide a programme of training (Supporting Employees with Mental Health Issues) for managers to support anyone in teams with mental health issues.
- begun training managers to support anyone in teams with mental health issues.

and continued to:

- offer a range of Health Promotion programmes and activities to promote a sustainable culture of health and wellbeing within the workforce.

- provide a programme of Health Safety and Wellbeing promotional activities and run an on-going focussed a marketing campaign to encourage healthy lifestyles and behaviours
- retain our 'Mindful Employer' status
- retain our Disability Confident status with the Department of Works and Pensions
- offer personal resilience training to our entire workforce.
- expand the range learning methods available to employees to include toolbox talks, workbooks, competency quizzes, e-learning and, videos. They provide consistent information and learning; which can be accessed 24 hours a day to all learners via any device and do not require manager approval.