

Equality Annual Review

June 2016



Date: June 2016
Version: 6



Contents

1.	Introduction	3
2.	Our residents	8
3	Our employees	9
4.	Environment and Leisure	19
5.	Housing.....	29
6.	Adult Social Care	37
7.	Children, Young People and Learning	47
8.	Public Health	54
9.	Business and Economic Development	60
10.	Commissioning and Investment	64
11.	Corporate Strategy	67
12.	Law and Governance	75
13.	Complaints	78
	Appendix – profile of borough population	80

Throughout this review we have included links to relevant reports, surveys, or other data sources. These are underlined. If you would like to know more about anything in this review and a link is available, simply click on the underlined text and you will be taken to the original information.

If you have any questions about this review, or would like to request it in another format, please contact us on (0191) 643 2828.

1. Introduction

Welcome to North Tyneside Council's Equality Annual Review. It has been prepared based on guidance from the Equality and Human Rights Commission and contains the relevant equality information that we are required to publish annually.

Over the coming pages we outline how we are meeting the aims of the public sector equality duty and what has been done to progress our equality work over the past year.

Some council services are delivered by our partners – Kier North Tyneside, Engie and Capita - and we have worked with them to ensure their equality processes are in line with our own. They have representatives on our Corporate Equality Group and have supported this review by providing data in relation to their operations.

Annual reviews from previous years are also available on the North Tyneside Council website [here](#).

1.1 Equality at the corporate core

Our equality work is managed from the centre of the organisation, within Corporate Strategy. The Policy, Performance and Research Team co-ordinates the development of much of this work, with support from:

- Our Senior Leadership Team, comprising the Chief Executive, Deputy Chief Executive, Director of Public Health and Heads of Service. They oversee the practical implementation of equality work and receive regular briefings and progress reports.
- The Corporate Equality Group, which has representatives from service groups across the council and its business partners, to identify practical solutions to help the council fulfil its equality duties.
- A Cabinet champion for equality and diversity.
- An elected Young Mayor, heading their own cabinet and Youth Council; and a member of the UK Youth Parliament.
- Equalities training, coaching and one to one programmes for staff, managers and Councillors commissioned by the council's Human Resources Service.
- A regional network of equality officers supported by NEREO (North East Regional Employers' Organisation).

1.2 Local policy context

Our North Tyneside Plan: The publication and monitoring of the annual review will enable us to demonstrate how our equalities work meets the aims of both the Equality Act and the policy priorities of the Our North Tyneside Plan (ONT).

The ONT has the overarching aim of reducing the equalities gap in the borough through the achievement of a range of policy outcomes, including:

Priorities	Outcomes
Our People will:	
<ul style="list-style-type: none"> Be listened to, and involved by responsive, enabling services. 	<ul style="list-style-type: none"> People have the opportunity to influence the significant changes that are taking place in North Tyneside.
<ul style="list-style-type: none"> Be healthy and well 	<ul style="list-style-type: none"> People lead healthy and fulfilling lives. Life expectancy increases across North Tyneside. There is a reduction in the inequalities gap.
<ul style="list-style-type: none"> Be cared for and safeguarded if they become vulnerable 	<ul style="list-style-type: none"> People with care and support needs are enabled to lead fulfilling lives; they are free from abuse, neglect and discrimination. However they are supported appropriately if they experience abuse, neglect and discrimination.
Our Places will:	
<ul style="list-style-type: none"> Be great places to live, and attract others to visit or work here 	<ul style="list-style-type: none"> People are happy living in North Tyneside; they choose to stay here and more people are attracted to live here. Visitors come to North Tyneside repeatedly; residents also spend their leisure time in the borough.

The Plan was refreshed in 2015 and now incorporates the priorities identified by the **Creating a Brighter Future Programme**. The programme seeks to reshape the organisation through use of a **Target Operating Model (TOM)**. The model aims to respond to the organisation's financial challenges by changing the way services are delivered, while continuing to achieve positive outcomes for the people of North Tyneside.

Target Operating Model: In order to deliver against these outcomes and meet the financial challenges we face, due to reductions in Government funding, the Council is changing the way it operates. Our "Target Operating Model" (TOM) describes how we will deliver services and help ensure that we:

- protect the core essential services to deliver what people need, by understanding and managing demand, but continuing to focus on safeguarding the vulnerable
- improve customer service by: getting things right first time; improved information online; providing more accessible services on a 24/7 basis, enabling people to do more for themselves online at a time when it suits them, including supported access in face-to-face community and well-being hub settings

- support changes in behaviour by residents to encourage and enable them to do more for themselves if they can and to rely less on Council services through new communications and marketing campaigns
- modernise how services are delivered and the way in which the Council operates through improved use of technology, innovation and mobile working

1.3 Equality policy

Our Equality Policy came into effect in April 2013, having been developed in consultation with council management and staff, trade unions and elected members. Externally, we consulted residents and groups representing residents who have particular protected characteristics.

As one of the borough's leading service providers and employers, we are committed to working with local communities; developing the borough to be an inclusive place in which to live, work, visit and invest.

Our policy states that to achieve this, North Tyneside Council will:

- Proactively embed equality and diversity considerations in everything North Tyneside Council does and challenge others to do the same.
- Make sure people from all backgrounds feel listened to and can be involved in making decisions about North Tyneside Council services.
- Take into account the differing needs of our service users and make sure their needs are met.
- Work to build understanding amongst residents, staff, partners and elected members of the needs of different communities across North Tyneside.
- Celebrate the diversity of North Tyneside Council employees; and develop a supportive workplace where staff are confident to be themselves.
- Strive to make our workforce more representative of the borough's population and the residents it serves, ensuring equal access to jobs, training and career progression.

This policy covers those who live, work and visit North Tyneside; council staff, elected members, partners and organisations delivering services on behalf of the council.

1.4 Protected Characteristics

Everyone is protected by equality legislation. The Equality Act gives specific protection in relation to nine characteristics:

- Race
- Gender
- Disability

- Age
- Religion or belief
- Gender reassignment (including transsexual and transgender)
- Sexual orientation
- Maternity and pregnancy
- Marriage and civil partnership

To make sure we properly consider the potential impact of Council decisions on protected groups, we use our Equality Impact Assessment process. In addition, all Cabinet and Council committee reports require equality and diversity considerations to be clearly stated.

1.5 Equality objectives

In accordance with the Public Sector Equality Duty, since 2013 the Authority has developed and published corporate equality objectives. In 2015 we reported that three of four equality objectives had been achieved, while the fourth would be retained and extended into 2017. The objective is to:

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 2017.

The following additional Corporate Equality Objectives were agreed by the organisation’s Senior Leadership Team on 21 June 2016:

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.

Equality Training: 80% of the workforce to have completed equality training by 31 March 2018 via the Corporate Workforce Development Programmes and Induction.

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

Cumulative Impact of Welfare Reform: 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.

Carers:

- Increase the carer- reported quality of life score from 8.3 to 8.6 by 2018.
- Increase the percentage of carers who find it easy to find information about services from 65.9% to 75% in 2018.

Accessible Information: All customers of Adult Social Care services receive information and support from the service in formats that they can understand and which support them to communicate with us. As a result, they are able to make informed decisions

about their care, and to better manage their own care, due to increased knowledge, skills and confidence.

Progress against each of these objectives will be monitored by the relevant service area and reported on a quarterly basis to Senior Management Team.

2. Our Residents

Based on the most recent population data (ONS 2014 mid-year population estimates), North Tyneside's population is estimated at 202,714 people.

Key statistics about our residents include:

- 48% are male, 52% female. (Source: Office of National Statistics - ONS 2014 mid-year population estimate)
- 17.7% are aged under 16. (Source: ONS 2014 mid-year population estimate)
- 19% are aged 65 years and over. (Source: ONS 2014 mid-year population estimate)
- 4.9% are from black and minority ethnic (BME) communities – the main groups being 'Other White' (1.2%), Indian (0.5%) and Chinese (0.4%). (2011 Census)
- 21% have a disability or condition which limits their day-to-day activities. (2011 Census)
- 11% provide unpaid care. (2011 Census)
- An estimated 1% are trans ([Gender Identity Research and Education Society 2011](#)).
- An estimated 1.1% are gay or lesbian and 0.5% are bisexual (ONS Integrated Household Survey 2014).
- 64% are Christian, 1.7% combined are from other faiths (Muslim, Sikh, Buddhist, Jewish, Hindu or 'other') and 28% have no religion. (2011 Census)
- 47% are married, 0.2% are in a civil partnership, 32% are single, 10% are divorced, 3% separated and 8% widowed. (2011 Census)

A more detailed population profile can be found in the appendix, on page 79.

3. Our Employees

3.1 Introduction

The Human Resource and Organisation Development Service (HR & OD) provides leadership, advice and HR related business support services within the council, in conjunction with the HR Teams employed by our Business Partner (Engie).

The service ensures the council has an effective workforce, equipped to support and deliver services to the communities of North Tyneside. Human Resources provides services to 2,985 council employees (excluding contracted schools services) and supports all the council's corporate priorities, offering leadership on matters affecting people; employment and how the workforce deliver services to improve outcomes for the council's customers.

The council's Workforce Strategy links into the council's corporate priorities and aims to positively promote equality of opportunity through workforce operations/procedures.

The service is aligning its priorities to the 'Creating a Brighter Future Programme', which aims to redesign council services to deliver major culture change and new ways of working.

Information on what we know about the equality characteristics of our employees can be found [here](#).

Update on actions for 2015

Actions identified in 2015 Annual Review	Progress
Continue to use equality data for future policy/procedure reviews during 2015 to help to consider potential changes and positive actions.	On-going: Equality Impact Assessments are integrated into these reviews.
Continue to use equality data to set targets for workforce representation, specifically for BME communities and those with disabilities, to be more representative of the borough population and link this to a positive action strategy and plan for recruitment and retention by March 2016.	On-going: This data is analysed and used to set these targets on an annual basis through the Equality Review. The Recruitment Policy has been undergoing a review over the past few months and the action plan was refreshed in March 2016. <ul style="list-style-type: none">• Interim recruitment procedure almost complete – An Equality Impact Assessment (EIA) will be completed as soon as procedure finalised.• The online recruitment procedure will pilot in two areas in Catering and Sport & Leisure w/c 26 June 2016 for a month.

	<ul style="list-style-type: none"> • The suggested implementation date for online recruitment will be September 2016 and the procedure and EIA will be updated at that point. • As part of the online recruitment proposal we have identified appropriate support for individuals who require support or up-skilling in relation to the completion of applications online. • We are currently renewing the 2 ticks positive about discrimination application. <p>For 2015 this data was used to set targets for increasing the number of young people in the workforce including those young people Not in Education, Employment or Training (NEET).</p> <p>The Apprenticeship and Work Placement Programmes have supported the council in meeting these targets.</p>
From the recent staff survey analyse and undertake engagement work with key groups of staff to identify and understand trends and/or changes in perception with less satisfied staff groups identified in 2014 survey results. This will lead to engagement activity with the less satisfied groups will help to improve employee satisfaction by January 2017.	<p>In process: The data from the most recent Staff Survey in 2014 is currently being analysed in order to design appropriate engagement activity to achieve this target.</p>
Identify ways in which we can improve the updating of workforce data through the promotion of self service in the Business Management System and by conducting a further exercise on updating personal details for those employees who do not have access to a computer by March 2016.	<p>On-going: The council has embarked on a programme of automation and robotics through the Business Partnership which will move more processing activity to self service on BMS for managers and employees. A procurement exercise to purchase an improved reporting tool for BMS is underway which will also improve reporting of workforce data.</p> <p>A group has been set up involving HR, Finance and Employee Services to identify improvements to how data is held on BMS and the Council's reporting requirements.</p> <p>A number of staff communications have been sent out during 2015 to encourage employees to update their personal details through self service and by contacting their Manager or Employee</p>

	Services for those who do not have access to a computer. A council wide exercise to update personal details will be carried out over the next two years to include those employees who do not have access to a computer.
Review how workforce data is being reported at a service level during 2015 to reflect changing workforce profiles due to service redesign.	Complete: A review of workforce data reports down to service level has been undertaken. BMS has been updated to reflect changes to service areas and staffing structures.
Continue to publicise apprenticeship opportunities to underrepresented groups by September 2015.	<p>On-going: Since 2014, the council has made a commitment to actively encourage applications from underrepresented groups in North Tyneside. These include:</p> <ul style="list-style-type: none"> • NEET • Looked after children and care leavers • Young people with a learning difficulty or disability • Those supported by family partners <p>This has been done by the Workforce Programme Adviser in partnership with agencies and organisations who work specifically to support these groups. Our apprenticeship opportunities have been promoted via Connexions Advisers, the Youth Offending Service, family partner's team, the leaving care team, and key staff in all North Tyneside schools, Tynemet, Princes Trust, and Job Centre Plus. In addition, all young people on the Connexions database belonging to vulnerable groups have been emailed and sent a mail shot with information about our apprenticeships.</p>
To monitor the number of work placements into the council to produce an annual profile of those on placement.	Since Sept 2014 23 work experience placements have been offered in the council to people belonging to underrepresented groups.
Continue to monitor applications and successful candidates for apprenticeship programmes to produce an annual profile for this group of employees.	<p>On-going: The proportion of posts filled by those from vulnerable groups in 2014 was 32%. This rose to 58% in Sept 2015.</p> <p>Each applicant is asked to complete an equality proforma (on a voluntary basis) which is recorded on BMS. From this data a workforce profile report is produced and analysed to inform future priorities and actions.</p>

Carry out a review of equality and diversity training to ensure that it is fit for purpose by March 2016.	Complete: A review was carried out in 2015 to assess the current training meets the council's requirements. A further programme of equality and diversity training has been commissioned based on a training needs analysis.
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Over the past year, the HR & OD Service has:

- Retained its 'mindful employer' status which allows the council to promote itself as an employer of choice for people with personal mental health challenges.
- Retained the '2 ticks' disability symbol.
- Been part of a successful bid to win Continuing Excellence, the highest level in the 'Better Health at Work Awards' for the council. This links to Public Health and its Health and Wellbeing Programmes promoting a sustainable culture of health and wellbeing including making improvements to work opportunities for people who have a disability.
- Continued with a programme of manager and staff briefings delivered by members of the Senior Leadership Team to ensure engagement with all members of our workforce, taking account of varying work patterns and individual needs.
- Launched a refreshed competency framework and Individual Performance Review appraisal process which embeds the council's values which were developed in line with our commitment to equality.
- Recruited 49 Apprentices (target being 50) and established a Work Experience Framework as part of providing alternative career pathways into the council.
- Undertaken Equality Impact Assessments on a range of workforce policies and procedures.
- Continued to commission equality and diversity training to meet training needs and demands.
- Put plans in place and identified a resource to develop an e-learning module on equality and diversity during 2016.
- Continued to produce regular reports to analyse workforce data and monitor trends.
- Started to work with the North Tyneside Carer's Centre in North Shields to support the Carer's in Paid Work Pilot which will run into 2017.
- Continued to monitor and analyse the differing working practices across service areas to ensure that these are not detrimental to other staff groups within the council.

- Ensured that HR Advisers continue to work with service managers to ensure formal and informal action relating to disciplinary and resolutions are recorded with the council's Business Management System to improve reporting.
- Carried out soft marked testing with our Business Partner ENGIE as a lead up to the procurement of a new reporting tool for the Business Management System which will improve the council's ability to collect data and report on a range of HR indicators including equality and diversity.

3.2 What we know about our employees

North Tyneside Council employs 2,985 staff (excluding contracted schools services). Posts transferred into partner organisations are not included within the workforce profile of the council.

Key statistics about our employees include:

- 31% are male and 69% female, this contrasts to the borough population of 48% and 52% respectively.
- 94.3% are white, 1.8% are from black and minority ethnic (BME) communities - the main group being Asian or Asian British (1.2%). 3.9% have not declared this information. There has been a slight increase in the number of employees from the BME communities over the past 12 months. This contrasts to the borough population of 96.6% white, 3.7% (BME) with the main group Asian or Asian British (1.9%).
- There were no leavers recorded from the BME communities.
- 3% of employees consider themselves as having a disability, this contrasts to the borough average of 20.6%.
- 38% are aged 45-54 and 1% are aged 65+.
- 3% are aged 16-24, compared to a borough average of 9.5%.
- 13.5% are aged 25-34, compared to a borough average of 12.7%.
- 61.9% are Christian, 1.3% combined are Buddhist, Muslim, Sikh, Hindu, Jewish and other religions. 26.1% have no religion.
- 15.3% of employees identify themselves as heterosexual, 0% bisexual, 0.7% gay or lesbian. 84.1% of employees have not declared their sexual orientation.
- 50% are married, 27% single, 4.5% divorced, 1% living together, 0.5% widowed, 1% have a domestic partner, 1% are legally separated and 0% in a civil partnership. 15% have not declared this information.

An estimated 1% of the borough's population are transgender. Although the 2014 Staff Survey was designed to collect demographic information in relation to transgender, responses of 10 or less could not be reported, so the precise number of transgender employees cannot be identified.

Sources: Workforce Equality Monitoring, 2016

3.3 Pay equality issues

The council considers there to be no gender issues in relation to pay, as a job evaluation pay scheme is fully implemented (including the senior pay structure). Job evaluation ensures that pay is awarded based on knowledge, skills and requirements of each role.

The council has adopted a nationally agreed job evaluation scheme that ensures all jobs are assessed against robust criteria in relation to grade and which has been subject to an equality impact assessment. In 2007 and 2008 the council agreed new pay and grading structures underpinned by this job evaluation scheme.

The council also has an agreed recruitment process in place, supported by guidance and an assessment framework.

Employee positions at Hay grade 12-28 show a higher representation of female employees (63% compared to 37% male). This is compared to the gender workforce profile (69% and 31% respectively).

Employees in positions APT&C grades 1-11 (follow the data links below for further explanation), of female 70% and male 30%, broadly reflects the gender workforce profile (female 69%, male 31%).

Grade distribution for employees within APT&C grades 1-11 peaks between grades 6 & 7 for all ethnicities. Although employees from BME communities peak at similar points, Asian or Asian British employees peak at Grade 2.

Sources: Equality Monitoring by Grade 2016, Grade distribution – Ethnicity 2016, Workforce Equality Monitoring 2016.

3.4 Disciplinary and Resolutions (Grievance)

This information covers the number of employees who have begun formal disciplinary / resolution procedures through Human Resources. It does not include any issues that have been resolved within the informal resolution stages of the council's disciplinary or resolution procedures.

It does include data where an employee has resigned before any action was taken, though action may have been taken had the disciplinary procedure been followed. Dismissal does not discount staff reinstated at a later date. However the data does include actions taken by individuals who have since transferred to partner organisations.

Within 2015, the total number of resolution and disciplinary cases is 42. The number of disciplinary actions has continued to reduce over the past few years with 42 in 2014 to 29 in 2015.

Within 2015 of the disciplinary cases carried out 69% were against men and 31% were against women. This is compared to 40% against men and 60% against women in 2014.

No disciplinaries or resolutions were recorded for employees from BME communities in 2015.

Sources: Discipline and Resolution Equality Monitoring 2016

3.5 Employee Engagement

Human Resources and the Communications and Marketing Team have continued to seek feedback on the council's culture and gauge employee satisfaction on a range of issues through a number of engagement activities. For example the Staff Panel, employee suggestion scheme, big team briefs and managers' briefings.

Carers in Paid Work Pilot

This pilot involves working with the North Tyneside Carers' Centre in North Shields to:

- Provide advice, information, and practical support.
- To test out new and innovative ways of using assistive technology.

The aim of the pilot is to:

- develop ways to identify and engage with carers in the workplace, by offering practical and sustainable ways to help carers stay in work and maintain health, wellbeing and productivity
- raise awareness of carers rights and the problems carers face and to target the use of flexible working approaches to achieve improved business results
- improve carers' lives by meeting their need for information, services and emotional/practical support
- provide a wide range of awareness raising activities in the workplace with carers
- improve the use of Assistive Technology solutions.

3.6 Engagement with Trade Unions

A protocol is in place to manage consultation work with the recognised Trade Unions on projects, policy and procedure reviews. They have participated in Equality Impact Assessments, consultations for terms and conditions changes, and the Union Learning Group continues to be active.

3.7 Recruitment and retention rates for staff with protected characteristics

Of all job applications received, 64% are from women; and 79% of new starters within the council are female. This indicates that female representation within the workforce continues to remain stable. 7% of all applications received were from BME communities which is an 80% increase compared to last year.

Individuals aged between 16-44 account for 68% of all job applications and 73% of all new starters are from within the same age range. Those aged 16-24 represent 17% of all applicants with 14% being appointed from this age range.

Sources: Recruitment Equality Monitoring 2016, New Starter Equality Monitoring 2016, Workforce Equality Monitoring 2016, 2014-Mid year population estimates

3.8 Learning and Development

Attendance at learning and development events and online learning completions from January to December 2015 identifies that 1.9% of attendee/completions are from BME groups, which is similar to the overall representation of the council workforce at 1.8%.

2.7% of delegates considered themselves to have a disability, which is similar to the make up of the overall workforce of 2.9.

Sources: Learning & Development Equality Monitoring 2016, Learning & Development Equality Monitoring 2016, Workforce Equality Monitoring 2016

Apprenticeship Programme 2015

During the second year of the council's apprenticeship programme 19 apprentices were recruited in September 2015, with a 50:50 split between male and female recruits.

During the process, 5% considered themselves to have a disability; 1% of the successful candidates were disabled.

Apprenticeship Programme 2016

The recruitment and selection process for this year is underway with the majority of apprentices due to start September 2016. However, 3 posts have already been filled (100% male).

21% of applicants so far have declared themselves to have a disability.

Totals to date

As the 2014 cohort are completing their programmes and progressing into employment, we will be left with 39 apprentices in post by October 2016.

3.9 Applications for Flexible Working

This data includes successful applications for flexible working from current employees where a change in contractual hours or change to work pattern has been agreed. Of the flexible working requests received, 88% were from female employees compared to 12% from males; this is a slight increase on last year. Employees who are married or living with a partner accounted for 55% of these, but a growing number of applications are from single employees which accounted for 22% of applications.

Sources: Flexible Working Equality Monitoring 2016, Workforce Equality Monitoring 2016

3.10 Leavers

The number of leavers has reduced during 2015 (155) compared to 2014 (471) and 2013 (415).

74% of leavers were female and 26% were male. However 79% of all new starters were women resulting in the makeup of the workforce remaining fairly static over the past few years with 69% female and 31% male.

Sources: Leavers Equality Monitoring 2016, Leavers Equality Monitoring 2065, Workforce Equality Monitoring 2016

3.11 Length of Service

Length of service monitoring data shows that 16% of employees have been employed by the council for between one and four years. Female employees with less than one year's service account for 71% and 29% are male. This trend only changes when employees reach 35+ years service where male and female representation is 31% female and 69% male. This indicates that women are staying at work longer, but between 35 and 45+ years female representation starts to reduce; this is reflective of changes in the workforce profile during this time.

42% of employees with a disability have between one and nine years of service and 36% have up to 19 years service.

Sources: Length of Service Equality Monitoring 2016.

3.12 How have we used this information and evidence?

The council will continue to be proactive in identifying career and training opportunities to encourage 16-24 year olds into employment or work-based training, building a workforce that continues to be representative of the working age population of the borough.

The council will monitor the number of work placements and specifically will track apprentices' move into employment following the end of their apprenticeship to provide a more accurate view of how successful these measures have been. There are no significant pay gaps in the council.

There continues to be a requirement for additional reporting down to a service level as the current reporting mechanisms reflect the amalgamation of previous directorates. Disaggregation of the data will enable better identification of any trends or barriers in relation to protected characteristics.

Data outlined within this review was produced in January 2016; future actions to use this data are detailed in the next section.

3.13 Policies and programmes put in place during 2015 to address equality

Equality Impact Assessments (EIAs) have been carried out in consultation with Trade Unions to understand the potential impact of changes to terms and conditions of service, pay and grading changes to the top end of the North Tyneside Senior Pay Scales, and the restructuring of services to meet major efficiency targets due to the current economic climate and reduction in central government funding.

EIAs have identified that many pay proposals focus on the harmonisation of terms and conditions and their associated payments, reducing gender pay inequality and associated risks, while others do not disadvantage specific staff groups.

The HR &OD Service has responsibility for over 70 employee policies, procedures and guidance documents. During 2016, policy reviews have been prioritised for pay and reward including market supplements, code of conduct, recruitment and selection, agile working, grievance and job evaluation to ensure that we continue to meet our legal obligations and consider equality concerns raised. Consultation with Trade Unions, manager groups and employee forums will ensure that staff issues are considered appropriately.

The council has reviewed a number of health and safety policies and procedures as part of the submission for the Better Health at Work Continuing Excellence Award; and in 2015 the council refreshed the Health Advocates group and continued to engage them in health promotion events.

3.14 Actions for 2016

- Continue to use equality data for future policy/procedure reviews during 2016, to help to consider potential changes and positive actions.
- 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.
- Continue to identify ways in which we can improve the updating of workforce data through the promotion of self service in the Business Management System and work with ENGIE to conduct an exercise to update personal details for those employees who do not have access to a computer, by March 2017.
- Monitor workforce profiles at a service level during 2016 to identify the impact of service redesign work linked to the Creating a Brighter Future Programme.
- Continue to publicise apprenticeship opportunities to underrepresented groups, by September 2016.
- Produce an annual profile of those on the council's apprenticeship and work experience placement programmes.
- Schedule and deliver the council's equality and diversity training programme for 2016/17 including refresher training for employees and managers who completed training prior to the implementation of the Equality Act in 2010.
- Review Attendance Management and Recruitment policies and procedures to ensure the principles of equality and fairness are integrated into the council's management practice.

4. Environment and Leisure

4.1 Introduction

Environment and Leisure provides a wide range of frontline services and high quality facilities to residents and visitors to North Tyneside and is committed to making North Tyneside a cleaner, safer and more attractive place to live, work and visit.

Cultural Services <ul style="list-style-type: none">• Arts• Tourism• Libraries• Community Centres• Events• Museums & Heritage	Sport and Leisure <ul style="list-style-type: none">• Leisure Centres• Outdoor Activities• Sports Development• Active North Tyneside• Contours
Local Environmental Services <ul style="list-style-type: none">• Grounds Maintenance• Street Cleansing• Fleet• Pest Control• Environmental Enforcement• Bereavement• Parks and Playsites• Waste and Recycling Collection• Bio-diversity	Technical & Regulatory Services <ul style="list-style-type: none">• Technical Client• Resilience Management• Security Services• Business Continuity Planning• Environmental Sustainability• Contract Management<ul style="list-style-type: none">○ Waste Disposal○ Recycling○ Technical Package

For further information on our services please visit our web pages:

[Visit North Tyneside](#)
[Arts, Culture and Heritage](#)
[Libraries and Online Learning](#)
[Community Centres](#)
[Sport and Leisure, Parks and Play Facilities](#)
[Building Control and Planning](#)

[Environment](#)
[Rubbish and Recycling](#)
[Parking, Roads and Transport](#)
[Licensing](#)
[Strategic Property](#)

Our key policies include:

[North Tyneside Local Plan](#)
[Heritage Strategy 2014-2021](#)
[Tourism Strategy 2014-2021](#)
[Statement of Licensing Policy](#)
[Allotments Strategy 2009-2015](#)
[Waste Management Strategy 2013-2030](#)
[Newcastle & North Tyneside Biodiversity Action Plan](#)

[Arts Strategy 2014-2021](#)
[Parks Strategy 2011-2021](#)
[Library Strategy 2011-2016](#)
[Statement of Licensing Policy \(Gambling\)](#)
[Highways Asset Management Plan 2012-2017](#)
[Hackney Carriage and Private Hire Licensing Policy](#)

4.2 What we know about our service users

This section identifies the equality data collected by the service area and highlights any that is different to the makeup of the borough's resident population.

4.2.1 Sport and Leisure

The **Indoor Sport and Leisure Service** gather equality data through its user survey and from Easecard application forms ('Ease' stands for 'Easy Access Service Entitlement' - the cards offer discounts on activities and facilities).

There are 36,141 active Easecard members; gender, age and ethnicity data is collected and users with a disability can also be identified. The information held in the Easecard system shows that:

- People aged 0-16 years old represent 52% of Easecard Holders, much higher than the percentage found in the borough's population at 19% and demonstrating the success of the junior programmes and the junior Easecard discount package.
- 48% are adults or pensioners compared to 81% of the population.

During May 2015 the **Indoor Sport and Leisure Service** captured equality monitoring data from the **APSE (Association for Public Service Excellence) Customer Satisfaction Surveys**. This asked respondents to identify their gender, age, sexual orientation, pregnancy and maternity status, whether they have a disability, their marital status and whether they hold religious or other beliefs.

960 people responded to the survey and the results show that:

- More females (66%) than males (34%) responded to the survey, of which 0.6% stated this was not the gender they were assigned at birth.
- 2.2% of respondents were pregnant and 5% had been on maternity leave in the last 12 months.
- The majority of respondents (36%) were aged between 35 – 44 years (compared to a borough average of 13%), 25 – 34-year-olds represented 22% (compared to a borough average of 13%) and 45 – 54 year olds 16% (compared to a borough average of 15%).
- 5% of respondents were from a BME group.
- 9% have a disability or long-standing illness that affects their activities. Of these, the highest proportion (one quarter) stated they had a mobility issue, but did not use a wheelchair. 11% have carer responsibilities.
- The majority of respondents were married (50%), 16% were single (half that of the borough population) and 14% cohabitate.

To support the official launch of **Active North Tyneside** a **Physical Activity Survey** was conducted during November/December 2014 with both residents and North Tyneside Council employees. This aimed to discover how much physical activity is carried out, gain knowledge to help the service develop new programs to get people more active and also to collect equality monitoring information. Data was collected on gender, age, ethnic

background, sexual orientation and disability. 647 questionnaires were completed and the results show:

- Over two thirds of respondents to the survey were female (69% - much higher than the borough average) compared to males (31%). Two respondents stated that this was not the gender they were assigned at birth and 7 respondents preferred not to say.
- The majority of respondents were aged 25 – 54 years (56% - higher than the borough figure of 41%), while those aged under 24 were under-represented at 7% compared to the 27% borough figure.

The findings of the Physical Activity Survey were fed into the development of the Active North Tyneside Project Plan for the year and projects targeting particular demographics including Us Girls, My Lads, Over Fifties Swims, Booking Football and Older People (50+) Walking Basketball.

4.2.2 Cultural Services

Tyne and Wear Archives and Museums manage **Stephenson Railway Museum** and **Segedunum Roman Fort** on behalf of the council and carry out annual visitor surveys. They asked for data on gender, age, disability and ethnic background. However, the sample sizes of these surveys are small and not reflective of the visitor base in 2014/15. Segedunum had 48,527 visits and Stephenson had 41,752. There were 82 respondents to the visitor survey at Segedunum and 70 to the survey at Stephenson.

Both facilities have a high proportion of visitors attending with children under the age of 16; 45% of visitors to Segedunum were accompanied with a child under the age of 16 and 71% to Stephenson. Both facilities attract a high proportion of boys aged between 0 – 15 years old:

Segedunum Roman Fort: –

- In response to the question asking for the ages of people in each respondent's group the highest proportion of visitors were aged between 0 – 15 years old (51%), while those aged 65 years and older represented 17% of visitors, the remaining age groups were inline with the make up of the borough wide population.
- 15% stated that they had a disability or long-term illness which impacted on their activities.

Stephenson Railway Museum: –

- In response to the question asking for the ages of people in each respondent's group the highest proportion of visitors were aged between 0 – 15 years old (62%).
- 99% of respondents were White British and 1% Indian.

On behalf of the Tourism Development Team, NWA Social & Market Research carry out an **Annual Visitor Survey**. The survey collects data on gender, age, disability, religion and belief, ethnicity and sexual orientation. Trend data is available on gender, disability, religion and beliefs and age for the last seven years.

425 interviews were conducted over a six week period for the **Visitor Survey 2015**, 76% at Tynemouth Priory and Castle and 24% at Spanish City, Whitley Bay. The results show that:

- The gender split of respondents showed there was a higher proportion of female (60%, which is higher than the national population at 49%) than male visitors (40%), which is in line with previous surveys conducted since 2009. 9% of visitors surveyed were registered disabled (lower than the UK average of 18%), but similar to previous year's findings.
- The age range of visitors surveyed over seven years from 2009-2015 is comparable. The majority of visitors surveyed are over 60 years old (41% - much higher than the UK figure of 13%) and the lowest proportion of visitors are aged under 20 years old (2% - the UKI average being 12%). 17% of visitors were aged 41-50 years old (the national figure is 7%), 17% 51-59 years old, 14% were 31-40 and 8% 20-30 years (the UKI figure for all of these is 7%).
- 64% identified as having no religion or beliefs and 34% identified as a Christian Denomination which is a significant change to previous surveys, whereby two thirds of respondents would identify as a Christian denomination. However it is inline with national trends.

The **Mouth of the Tyne Festival Visitor Survey 2015** took place during the weekend of the festival, Saturday 11th and Sunday 12th July at Front Street/Priory in Tynemouth and Tynemouth Station. NWA Social & Market Research carried out a visitor survey on behalf of the council. 59% of the questionnaires were completed in Front Street/Priory and 41% at Tynemouth Station. The survey collected information on age, gender and disability status. There were 259 respondents and the results show that:

- Two-thirds of visitors were female (66%). However this may be a misrepresentation of the gender split of visitors as only one person in each party was interviewed.
- There was a wide spread of age groups attending the festival with 24% 35 years or under compared to the UK average of 45%), 43% aged 36-55 years and 33% aged 56 years and over (both higher than the UK average). 35% of visitors had children in their party.
- Just over 1 in 10 respondents (11%) had someone in their group with a registered disability (which is lower than the UK average).

Capita Alto, the library management system, holds data on customer's age, gender and disability from **Library Service Membership Application Forms**. There were 45,747 active library users during 2015 (as of October 2015). An active library user is defined as a library visitor who has either borrowed an item, used the computer network or both within the last 12 months.

The age range breakdown is largely comparable to the resident population with two exceptions, the proportion of active library users 5 -12 years (15%) is higher than the proportion of 5-12 years living in North Tyneside by a third. This is due in part to the large amount of work that is carried out through the Bookstart scheme, mobile library

outreach to primary schools and Annual Summer Reading Challenge. There are also fewer library users aged 45-64 years (21.5%) than in North Tyneside as a whole (27.7%).

The library's record system records if a user is blind, severely disabled, Deaf or hard of hearing, these groups represent 2% of active library users, however data on other long term health problems or disabilities that limit a person's day to day activities is not collected.

On a quarterly basis a report is generated for each library on the profile of their users. This supports service managers to shape service delivery around the customer, including events, activities, and ordering of books and resources.

4.2.3 Local Environmental Services

A **Waste Awareness Campaign Survey** was conducted on behalf of North Tyneside Council by Waste Watch (part of Keep Britain Tidy) during August/September 2014. 200 households took part in a day time door step survey in the places with lowest participation in recycling and waste education initiatives in each geographical area of the borough. The places were North Shields, Wallsend, Forest Hall and Shiremoor. The survey sought to assess the awareness and impact of the environmental campaigns held.

Equality data was collected on gender and age (participants had to be 18 years and over), females (61%) were over represented as were those aged 55-74 (40%) and 25-34 years (19%). All survey respondents identified themselves as White British. The survey found that awareness of both campaigns had doubled since the baseline survey in December 2013.

4.2.4 Technical Services Client Team

The Environmental Health Housing Team carries out equality monitoring of residents applying for Disabled Facilities Grants (DFG) to adapt their homes; and co-ordinates financial assistance to bring homes up to decent standards. Respondents were asked to provide gender, age, disability, sexual orientation, ethnic background, religious beliefs and marital status. 79 people took part in the survey and the results show:

- 45% of all applicants are aged 75 or over, which is to be expected given the nature of the service. 4% are aged under 15 years. Linked to this 32% preferred not to state their sexual orientation and a high proportion (70%) identify as Christian.
- 96% of applicants are White British and 2% White and Asian.
- 13% had a caring role and 76% considered themselves to have a disability; of these 72% have mobility issues (half of whom were wheelchair users), 19% have a visual impairment and 16% have a hearing impairment.

4.3 Satisfaction

99% of respondents to the 2015 **Annual Visitor Survey** were very/fairly satisfied with their visits. Many visitors stated that the borough was a beautiful area to visit, clean,

friendly with a good atmosphere; however the cost of parking was a frequent issue and a number of comments were made that Whitley Bay was very rundown.

The 2015 **Mouth of the Tyne Festival** was highly rated, 96% thought it excellent, an increase of 2% compared to last year. 3% rated the Festival as average and only 1% as poor. The most highly rated aspect (at 93%) was the event content/entertainment.

87% of respondents to the **Stephenson Railway Museum Survey** and 88% of respondents to the 2014/15 **Segedunum Roman Fort Survey** would definitely recommend a visit to the venue to their friends. 92% of respondents said the exhibitions at Segedunum Roman Fort were either excellent or good.

94% of residents supported to apply for a **Disabled Facilities Grant** were either satisfied or very satisfied with the service they received, any dissatisfaction focused on the service provided by external contractors.

Every year **Sport and Leisure** carries out a survey in all 5 indoor facilities asking customers what they think about a range of issues, from catering or vending provision to the friendliness and helpfulness of staff. This information is analysed by the Association of Public Service Excellence (APSE), who compare the scores against the scores of other leisure facilities across the country, which are of a similar size with similar activities. The results are then used to shape Continuous Improvement Plans and priority areas for development at the facilities. The main results are as below:-

	Overall happiness with service received	Overall feeling that service is value for money
Tynemouth Pool	98.5%	97.9%
Hadrian Leisure Centre	99.5%	96.9%
The Lakeside Centre	98.4%	95.1%
The Parks	98.7%	97.9%
Waves	98.4%	95.1%

4.4 Consultation

The **North Tyneside Local Plan** was published for final consultation on 2nd November 2015. This draft takes into account two previous phases of engagement on the Local Plan in early 2014 and late 2013, as well as engagement undertaken on the Core Strategy and Area Action plans. The Local Plan, and Core Strategy and Area Action Plan consultation were each designed to target hard to reach groups including young people through the Children, Young People and Learning Service and the Youth Council. The Planning Team worked closely with VODA to contact a range of community groups and benefited from support from the North Tyneside Coalition of Disabled People in distributing information about the Local Plan. Paper copies of the documents could be viewed at council offices and town centre libraries, to improve accessibility to those

without IT, whilst drop-in events were held at various times of the day to talk directly to residents about the proposals. An interpreting service was also offered.

The North Tyneside Statement of Licensing (Gambling) Policy was approved on 19 November 2015 following a comprehensive 12 week consultation. The Policy was available in a range of formats, including hard copies at local libraries and council offices for those without access to IT facilities. Officers were available to discuss the proposals on request and an interpreting service was also offered.

Consultation in relation to Active North Tyneside includes:

Quarterly meetings with VODA; attendance at voluntary network meetings, collaboration with the 'Good Neighbours' project to recruit Community Health Champions and volunteer health walk leaders; and applications from local voluntary groups to the Community Start up fund e.g. from the Prometheus Foundation (North Shields), Parkinson's Disease Society (Whitley Bay), Vine Cafe Project (North Shields) and Encouraging the Family to Get Fit Project (West Moor Residents Association).

Consultation was also undertaken with North Tyneside Clinical Commissioning Group and the Patients Representative Forum. Health walk leader training was also delivered to patients' representatives resulting in the start of a new health walk at the coast.

Ongoing consultation is undertaken with the Cedarwood Project to identify barriers to access physical activity - the barriers identified included cost, lack of transport and childcare. As a result the Phoenix Project (which supports young vulnerable adults not in education, employment or training) offered transport to the local community to access free swimming sessions.

Regular consultation with De Paul Trust and Phoenix Project has enabled young men and women working with both charities to access the Us Girls and My Lads programme, which offers physical activity and lifestyle sessions.

Consultation with Job Centre Plus regarding how best to support some of their clients has led to the identification of time slots to attend North Shields branch and talk to customers about opportunities and barriers to activity.

4.5 Equality Impact Assessments (EIAs) carried out in 2015

- Review of Environmental Maintenance Standards
- Workforce Changes Target Operating Model

EIAs currently in development include:

- Library Strategy 2016-2021
- Park Events and Activities
- Wallsend Parks Management and Maintenance Plans.
- Rising Sun Country Park Management and Maintenance Plans

4.6 Improvements during 2015

Actions identified in 2015 Annual Review	Progress
Review Equality Impact Assessments across the service area, by March 2015.	In process: An action identified for 2016 will be to carry out EIA training with key staff members in EHL with a view to refresh all EIAs across the service, carry out gap analysis and complete new EIAs as appropriate.
Analyse and report on equality data carried out as part the Physical Activity Survey. Carry out the second phase of engagement in relation to Active North Tyneside, by October 2015.	Complete: Physical activity survey carried out November/December. Equality monitoring carried out as part of the survey and results are in section 4.2.1 Sport and Leisure. Details of the second phase of engagement in relation to Active North Tyneside detailed in section 4.4 Consultation.
Report on equality data collected via Sport and Leisure APSE surveys, by March 2015.	Complete: Report complete and equality data collected provided in section 4.2.1 Sport and Leisure
Ensure Parks Visitor Surveys are conducted evenly in each park, by March 2015.	In process: The Parks Service has undergone a tendering process with survey providers for new software to carry out Parks Visitor Surveys. This will ensure that more surveys are carried out in each Park and reporting results will be easier.
Review the results of the eReader pilot carried out with Active Age Reading Group in Whitley Bay, which aims to encourage older people to try the experience of reading on an electronic device, by July 2015.	Complete: 2 pilots have identified that the majority of participants prefer print books, however the benefits of e-books were acknowledged and all participants appreciated the chance to try one and would read using one again.
Across the service area, review the feasibility of recording equality data on all nine protected characteristics collected using equality monitoring forms, by July 2015.	Complete: the libraries and sport and leisure systems are unable to collate data on all 9 protected characteristics due to functionality issues. Should the systems be updated in the future then it may be possible to collect more data on protected characteristics, however there are no immediate plans to do so.

Across the service area, review of methodology of surveys carried out to more accurately reflect user profiles, by July 2015.	On-going: the parks survey has updated its software for use in 2016.
Deliver the third year of Inclusive North Tyneside – Disability Sports Programme.	Complete: Disability Sports Programme successfully delivered. An action for 2016 is to identify Disability Sports activities that are continuing to run following the end of grant funding.
Deliver positive outcomes for apprentices during the year.	On-going: The Sport and Leisure 2014-16 Apprenticeship Programme ended in March 2016. 4 new apprentices will be recruited in September 2016. Capita appointed 5 apprentices in 2015.

Further improvements to during 2015 include:

Dementia Access – During 2015 the main Indoor Sport and Leisure facilities undertook 'dementia audits'. Action plans developed from these will inform changes within facilities from April 2016, budgets permitting.

In the winter of 2015 Sport and Leisure staff embarked on a programme of dementia friends training. All staff should be trained by the end of June 2016.

In April 2016 Sport and Leisure facilities activity programmes will be reviewed to see if dementia friendly activities can be incorporated.

Dementia Champions have been identified in libraries and Dementia Friends training is underway with frontline staff. Dementia friendly collections are available to stimulate mental agility and a dementia carers group is planned at Wideopen Library.

Respite Sessions for parents/carers of children with disabilities – structured activity sessions for children are being piloted to allow parents to gain short term respite, enabling them to take part in leisure activities for their own personal health and well being.

Deaf Inclusivity Accreditation – Indoor Sport and Leisure facilities are currently assessing the requirements of the 'DEAFinitely Inclusive scheme. This scheme is designed by UK Deaf Sport and aims to break down barriers to Deaf people accessing mainstream leisure activities. It is envisaged that accreditation will be achieved mid 2016.

Libraries Outreach Work included:

- The Libraries Outreach Team holding a 6 week workshop with Action for Blind and individuals who were losing their sight.
- Work with young parents in the New Beginnings scheme, provided one-to-one support to parents to enable them to take part in bounce and rhyme sessions and visit local libraries with their children.

- Sessions with the Walking with Refugee Group to introduce them to the library service and to establish what families and individuals need from the library.

4.7 Issues

EIA Training needs to be undertaken by key members of staff before reviewing current EIAs within service.

TWAMs Surveys: sample sizes of surveys have not been reflective of the current visitor levels.

Parks Surveys: there have been issues in retrieving visitor survey data using existing software, so new software will be used from January 2016.

Disability Sports Resources: grant funding for the three year disability sports programme ended in December 2015. Discussions are being held within the service to incorporate areas of the programme into the existing sport and leisure programme.

4.8 Actions for 2016

- Dementia Friends Training to be completed by all frontline staff.
- EIA training to be undertaken by key staff across Environment, Housing and Leisure.
- A full review of all equality impact assessments and a gap analysis will be undertaken.
- Quarterly performance reporting will be undertaken on equality and diversity data, forward planning and equality issues.
- Survey methodology and sample sizes will be reviewed with Tyne & Wear Archives and Museums.
- Libraries – the Outreach and Events team are producing individual Branch Library Reports including customer profiling data, so libraries have a better understanding of who their customers are.
- Sport and Leisure facilities activity programmes will be reviewed to see if dementia friendly activities can be incorporated into them.
- The feasibility of mainstreaming aspects of the disability sports programme within the sport and leisure programme will be explored.

5. Housing

5.1 Introduction

Housing manages 15,082 council homes for rent and 760 homes owned by leaseholders across the borough.

In 2013/14, we collected over £63 million in rent and services charges and our partner Kier North Tyneside carried out almost 50,000 repairs on our behalf. Many of our homes are lived in by people on lower and fixed incomes and elderly or vulnerable people, and are located in the more deprived neighbourhoods of the borough.

The Housing Strategy Team is responsible for undertaking and analysing research and intelligence to inform strategic planning. The team enables and supports the delivery of projects to provide good quality homes across all tenures.

Over recent years, Housing has developed a systematic and strategic approach to equality and diversity. This includes:

- Conducting Equality Impact Assessments (EIAs) as an integral part of our budget setting process. We also use them to develop and review our strategies, policies, procedures and plans.
- Our commitment to equality and diversity is reflected in our service provision, which has been shaped to meet the needs of customers, using the diversity information we collect. Examples of this include:
 - Communication with customers tailored to their preferences
 - Our 'Hands to Help' Handyperson Scheme for people aged over 60 or with a disability
 - Working with customers to develop a set of 'Customer Promises' which have now replaced the 'Local Offers'
 - Assisting customers who need help with the lettings process, for example with assisted bidding, and with the letting process and carries out medical assessments.

5.2 What we know about our service users

5.2.1 Customer Profile

In April 2012, we completed our target of collecting and maintaining complete customer profiles for 95% of our tenants. This target was based on the previously recognized six equality and diversity strands (gender, age, disability, sexual orientation, religion and ethnic origin) and did not include the three new protected characteristics (gender reassignment, pregnancy/maternity and marriage/civil partnership) introduced by the Equality Act 2010.

Key differences between the diversity profile of our tenants and the diversity profile for the borough as a whole are:

Our tenants	North Tyneside Residents
36% aged over 60	31% aged over 60 ¹
5% aged under 24	9% aged 18-24 ²
33% describe themselves as having a disability	21% identified themselves as having a long term health problem or disability ³
97% describe themselves as White British	95% describe themselves as White British ⁴
Just over 1% have told us that they are lesbian, gay or bisexual	Estimated 1.6% ⁵

In 2014/15, 1,114 council homes were let to new tenants⁶. Of these new tenancies:

- 37% were wholly reliant on benefits as their main source of income
- 3% included a pregnant woman on the tenancy
- 36% of all new tenancies were let to lone parents
- 88% were let to people under the age of 60
- 9% were to people 'unable to work'

5.2.2 Additional protected characteristics

In April 2013, one of the council's equality objectives was that "Services which have a potential impact on residents will be able to report on all protected characteristics by 2015" including the additional protected characteristics of gender reassignment, pregnancy/maternity and marriage/civil partnership) introduced by the Equality Act 2010.

In January 2014, we reviewed our approach to collecting diversity information on the additional protected characteristics. The Senior Management Team (SMT) agreed a proportionate approach that recognised that adding the additional protected characteristics to our customer profiling would involve significant costs, with few benefits to customers or opportunities for service improvement. The approach agreed by SMT, therefore, focused on expanding the questions in the tenants' 'STAR' survey, carried out every two years, to include all nine protected characteristics.

The first expanded STAR survey was carried out in November 2014. More information about its findings is included at section 5.3. In addition, SMT acknowledged that:

¹ 2014 mid year population estimates (% of over 18s)

² ibid

³ 2011 Census

⁴ ibid

⁵ 2014 ONS' Integrated Household Survey

⁶ LACORE

- **Pregnancy and maternity:** Information is collected by the Homefinder application form and is used in identifying the size of home an applicant can apply for. As this information quickly goes out of date, it is not transferred to the customer database.
- **Transgender:** This information has been collected on the Homefinder application form since May 2012 and then transferred to the customer database when applicants have successfully gained a tenancy.
- **Married/civil partnership:** This question is not specifically asked on the Homefinder application form. In some cases this can be ascertained through the “relationship to applicant” question on the Homefinder form. However, we do know that at the time of the 2011 Census 47% were married, 0.2% were in a civil partnership, 32% were single, 10% were divorced, 3% separated and 8% widowed.

The first expanded STAR survey was carried out in November 2014. It was sent to 7,000 tenants and had a response rate of over 12%.

Results across these characteristics are compared with those from across North Tyneside borough in the table below:

STAR survey	North Tyneside residents
26% married, 23% widowed, 0% civil partnership	47% married, 8% widowed, 0.2% civil partnerships ⁷
0.1% transgender	Estimated 1% transgender ⁸
3% pregnant and 2% on maternity leave in past 12 months	N/A

5.3 Satisfaction

We regularly monitor customer feedback to inform service improvement.

- We monitor customer satisfaction with our services through our Vision Management System (VMS), discuss results with involved customers and use it to make improvements. It is also benchmarked against other service providers.
- We ask respondents to complete equality profile questions (gender, age, ethnicity, disability, religion or belief) to allow us to identify any differences in satisfaction scores between groups of customers. However, the relatively small number of VMS surveys for most service areas means that the results of further analysis are not significant. The additional three protected characteristics have therefore not been added

We recognise that it is important to deal with complaints well, as this is central to providing a good customer service. In 2015/16, the number of complaints received by

⁷ 2011 Census

⁸ Gender Identity Research and Education Society - 2011

Housing and Kier North Tyneside (who deliver repairs and maintenance and improvement work to council tenants on behalf of the council), decreased slightly by 11.5% from 382 complaints to 338 complaints. Where learning points are identified during complaints resolution, these are fed back to service managers so that improvements can be made.

As part of our monitoring of complaints, we incorporated an additional field within our database during 2014/15 to record where it is related to an equality, diversity or human rights issue. This information can then be used to check whether we have fully understood the equality impact of a decision/policy/procedure and alert us to where changes need to be made.

5.4 Involvement

Tenant involvement is essential to tenants and our service because it helps us to understand the services tenants need and how they want them delivered. It also enables tenants to help shape services and set the standards they expect.

We provide a variety of ways for tenants to get involved and improve our services. These include an annual tenant event, four area events, Service Development Groups, surveys, mystery shopping, focus groups, estate walkabouts and Area Housing Forums.

During 2014, we met more than 2,000 tenants at our events and meetings and talked to nearly 1,800 tenants on their doorsteps over three 'Have Your Say Days'. Over 120 staff from North Tyneside Homes and its partners called on every council home in the Chirton Grange, Howdon and Camperdown areas. This enabled us to meet many tenants who have not accessed involvement activities before, including many older and physically disabled tenants.

Over the last four years, we have incorporated tenant scrutiny into our involvement structures. Tenant scrutiny is a key strand of the regulatory framework that governs social housing providers. Tenant Scrutiny is about tenants holding us to account for the services they receive and how their rent is spent.

In 2015 the Housing Involvement Team merged into a council-wide Participation, Advocacy and Engagement Team to deliver a more efficient service across the Local Authority, this work will be furthered with a single Engagement Strategy which will explore opportunities for further collaborative working between departments.

Most of our regularly involved tenants are trained in equality and diversity and tenants agreed it should be part of a core training package which all regularly involved tenants are required to do. This ensures that tenant scrutiny encompasses equality and diversity and customer service issues.

Whilst about 36% of our tenants are aged less than 45, only around 19% of our involved tenants are under 45. This year, we have attended family fun days and door knocked to involve younger tenants and tenants with children. This has allowed us to get feedback about our services from a section of tenants who find it difficult to commit to regular involvement and talk to them about involvement and training opportunities.

5.5 Equality Impact Assessments

The following Equality Impact Assessments (EIAs) were completed in 2015:

- Affordable Homes – Reed Avenue
- Affordable Rent Policy
- Consultation on Housing Strategy

5.6 Improvements during 2015

Actions identified in 2015 Annual Review	Progress
<ul style="list-style-type: none"> • Ensure that plans to develop Affordable Homes in North Tyneside meet the diverse needs of residents (ongoing) and • Enable and deliver a range of homes to meet the diverse needs of the borough 	<p>We are in the process of reviewing our Housing Strategy to set out the vision and plan for meeting future housing need in North Tyneside</p> <p>We have set up an Affordable Homes Group which looks at how best to meet our general housing needs.</p> <p>We have identified and collated a list of all opportunities for new housing to match land and developers and help realise opportunities for affordable housing</p> <p>We continue to support the work of other Registered Providers in delivering affordable homes.</p>
<ul style="list-style-type: none"> • Use our Specialist Housing Market Position Statement to commission future housing for specific client groups, by June 2015. 	<p>Our Market Position Statement informs the work of our Supported Housing Group enabling the group to prioritise schemes and meet the housing needs of specific client groups.</p>
<ul style="list-style-type: none"> • Implement the Safe and Healthy homes initiatives and expand the service to GP surgeries borough wide, by September 2015. 	<p>The Safe and Healthy Homes initiative has carried out awareness raising activities with GP surgeries across the borough. A pilot referral pathway has been successfully established with one surgery and were rolled out to a further two surgeries in early 2016.</p>
<ul style="list-style-type: none"> • Continue to monitor the impact Welfare Reform is having on tenants, including those with protected characteristics (ongoing). 	<p>We continue to work closely with the Mayor's Task Group on Welfare Reform, and to monitor the impact Welfare Reform has on all our tenants.</p>
<ul style="list-style-type: none"> • Implement proposals for a Sustainable Tenancies Team, to help create sustainable tenancies and enable people including those with protected characteristics to live and flourish in their homes. 	<p>The team has been established and their work is being embedded within the new neighbourhood delivery model.</p>

We have used our understanding of our customers' needs to make a number of improvements to the services we offer, including:

- New homes built to a higher specification and in some cases designed to meet the needs of specific customers.
- Carrying out a tenant and member led review of the way we deal with low level anti social behavior, this has resulted in a number of recommendations for improvements which are being carried out including the creation of a 'good neighbor' leaflet.
- Extending the Victim and Witness Support Group by recruiting and training new volunteers to allow this service to be delivered to a greater number of customers.
- Carrying out a review of our Tenancy Agreement, with a particular focus on making the document easier to understand, so tenants are clear on their rights and responsibilities.
- Holding 'Have your Say Days' in two more areas of the Borough, providing an opportunity for tenants in those wards to be listened to.
- Redesigned the delivery of our tenancy and estate services to a neighborhood approach designed to create a closer relationship between our staff and customers, so we can better meet their needs.

5.7 Issues

5.7.1 Welfare Reform

The biggest issue impacting North Tyneside Homes and its tenants continues to be the effects of the government's welfare reforms. To date, the largest impact has been as a result of the introduction of the under-occupancy regulations. However, the transition from Disability Living Allowance (DLA) to Personal Independence Payments (PIP) has also impacted on many vulnerable tenants, particularly as a result of delays in processing of applications. In Autumn 2015 Universal Credit was implemented in North Tyneside and some tenants have begun to make the transition to it.

The Summer Budget 2015 and Autumn Statement 2015 introduced significant new challenges in relation to welfare including the removal of automatic entitlement to Housing Benefit for under 21s, and capping housing benefit at Local Housing Allowance.

We continue to work to understand the impact of these changes and proposals on our tenants and to work with individual tenants to understand their situation and the impact of these changes.

Support provided includes help with budgeting and money management, applying for other welfare benefits; signposting to debt advice expertise, help getting back to work, assisting tenants to apply for Discretionary Housing Payments and working with tenants who wish to downsize to a more affordable home through transfers and mutual exchanges.

Depending upon the individual circumstances of the household and the needs of the tenant, we offer a bespoke support package aimed at helping tenants to be able to maintain their responsibilities under the terms of their tenancy agreement.

We continue to monitor the position and profile of tenants affected in order to target support to where it is needed.

5.7.2 Sustainable Tenancies and Neighbourhood Working

Creating sustainable tenancies is a significant priority for North Tyneside Homes. In 2014, we undertook a substantial piece of work, involving staff from across the organisation, to look at how we work with our tenants and with applicants for housing to create sustainable tenancies. As a result, we have created a new Sustainable Tenancies Team.

We understand that the key to creating sustainable tenancies is to enable people to live and flourish in their homes by ensuring that:

- people who live in our homes have the understanding and confidence to make informed choices about their money management and budgeting, savings, access to banking products and to credit
- tenants are able to look after themselves, their household and their home, including being able to apply and maintain welfare benefit claims online if required.

This approach is being embedded within our neighbourhood working approach, ensuring that tenants get the best possible start to their tenancies, but also that existing tenants are supported to maintain their tenancies.

Our officers will identify prospective tenants' needs with regard to financial capability, life skills, employability skills and digital inclusion, as well as their physical and mental health needs which are already taken account during the assessment of their Homefinder application. If we find that tenants do not have the necessary skills and knowledge to be able to sustain their tenancy, we will work with them to ensure they receive the necessary training and/or support

By early identification of customers' needs we will be able to refer tenants and applicants to a range of help, support and assistance to give them the best chance of sustaining a tenancy.

5.7.3 Housing Growth

Developing and implementing plans to increase the supply of affordable homes in the borough continues to be a priority. Due to growing population pressures we're looking to increase the number and choice of housing across all tenures, this includes the Council's ambitious plans to provide 2,000 extra affordable homes in the borough before 2020.

The plan includes building new council homes, allocating council land for building of affordable housing, converting existing commercial and retail buildings, and linking with partners on a range of new build schemes. Developing tools to help understanding customer need and preferences around types, size and numbers of new homes is an important part of this work.

We are working closely with Adult Social Care and Children, Young People and Learning Services (CYPL) to identify demand from customers with specific housing needs. This

has included undertaking a demand analysis and developing a Strategic Market Assessment which will sets out the type of specialist accommodation needed in the borough to inform the commissioning of specialist housing for older people, disabled people and young people leaving care.

5.8 Actions for 2016

- Continue to develop new homes and improve existing homes to meet the established housing need.
- Work with partners to deliver a range of Specialist Housing options in the Borough by December 2016
- Continue to monitor the impact Welfare Reform is having on tenants, including those with protected characteristics (ongoing).
- Embed the tenancy sustainment approach into our new neighbourhood working model.

6. Adult Social Care

6.1 Introduction

Adult Social Care is responsible for assessing and arranging to meet the eligible social care needs of adults and their carers aged over 18 in North Tyneside. The service includes:

- Information and signposting to help people to access the right support from any organisation in North Tyneside, or across the UK.
- Providing trained staff to discuss with people their need for social care support.
- Provide or arrange statutory assessment functions; Needs and Carer assessments (as defined by the Care Act), Mental Health Act assessments, Mental Capacity Act and Deprivation of Liberty Assessments.
- Directly providing or purchasing a wide range of social care services to meet needs.
- Enabling people who prefer to make their own social care arrangements to do so by offering a Direct Payment based on their indicative Personal Budget. Enablement is provided to all client groups including older people, people with physical disability, people with learning disability and people with mental ill health.
- Local Welfare Provision to give practical support to vulnerable people with financial crisis and to give advice information and signposting to everyone.
- Arranging access to supported accommodation.
- Safeguarding (protecting) people at risk of abuse or neglect. This includes investigating suspected abuse.

The service has also developed and embedded an approach to supporting people who are chronically excluded from traditional social care support services and who face multiple issues.

Services may be provided directly by North Tyneside Council, through health service organisations, or by independent and voluntary agencies.

There has been a significant amount of change in the policy that governs Adult Social Care over the last 18–24 months. The Care Act (2014) was implemented in April 2015 impacting on how we work with people. The Act changes the way that we assess people and determine eligibility for funded services and significantly strengthens our responsibility towards carers. Legislative changes around the application of the Mental Capacity Act have also significantly impacted on workload around ensuring that people are not deprived of their liberty unlawfully.

In order to balance the demands of providing good quality support with reducing budgets there is an emerging shift in the relationship that the whole of the Council including Adult Social Care has with the people of the Borough. The emphasis is on provision of high quality accessible advice, information and signposting with a diverse range of universal services that people can access to keep them well and independent for longer. People will be encouraged to help themselves with a focus on prevention.

The following issues are current priorities:

- Improving the advice and information available to provide full details of the local care and support system, accessible to everyone.
- Development of a new, accessible and interactive website.
- Provision of Care and Connect a community navigation service to provide people with face-to-face information about local services that promote their health and wellbeing. Also to identify gaps in universal services so development can be targeted.
- Working with carers to redesign our approach to carer assessments, so they focus on wellbeing and enable carers to receive support to continue their caring role, where they want to do this. Refocusing on personal budgets for carers and using a tailored risk assessment tool. Including when the cared for person declines assessment.
- Reconfigure services that we provide and commission, to always have a focus on recovery or reducing, or delaying needs for formal support.
- Rethinking customer journeys and how resources are deployed.
- Strengthening the response that people receive when they contact the service with an aim of 75% of issues resolved at the first point of contact.
- Implement the Accessible Information Standard by July 2016.
- We have placed social workers within the North Tyneside Recovery Partnership to provide a holistic response to those people accessing such services. This has had positive impacts from a wellbeing and safeguarding perspective.
- We are leading on the writing of a joint mental health and wellbeing strategy for working age adults. This is work being undertaken by the Mental Health Integration Board and fed into the Health and Wellbeing Board. This will identify a series of joint priorities and objectives across the health and social care system over the next 5 years.

We have provided information for customers and the public in general on the council website, available by following this link: [click here](#).

The changes to the welfare benefits system have impacted on residents within North Tyneside. In 2015, nearly 1900 people contacted the Local Welfare Provision service seeking financial support. This is a decrease on the number of applicants in 2014.

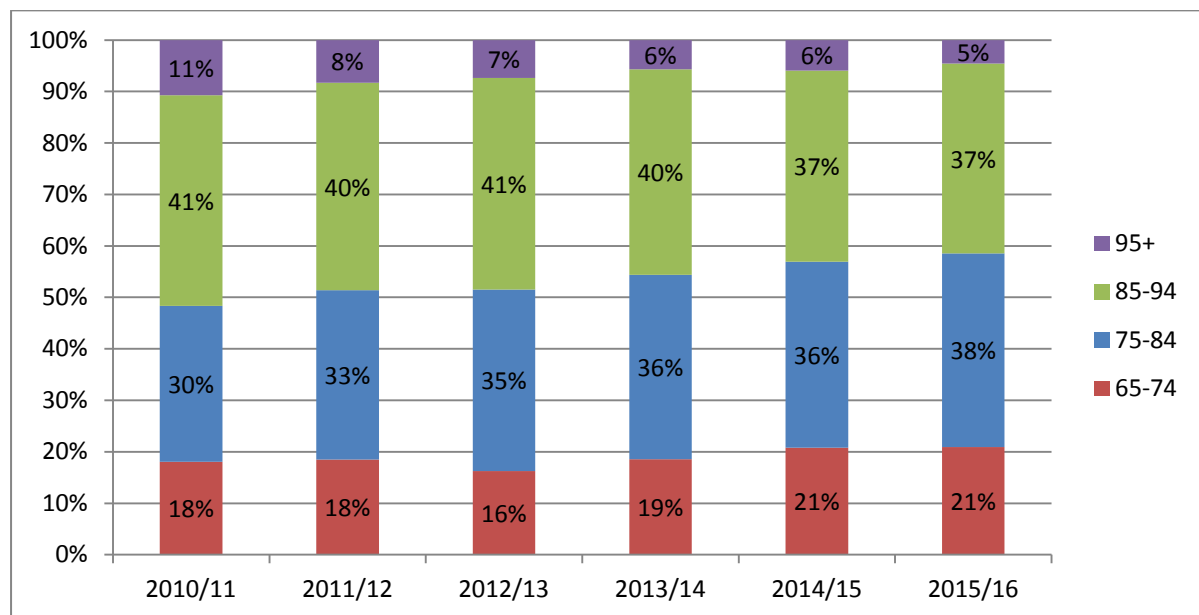
The service provides advice, information and signposting to all those who make contact and provide immediate practical assistance to people who demonstrate a level of vulnerability. The support provided includes helping people to have sanctions against benefit payment overturned.

Our most recent information suggests that 6% of customers approach us because they are in financial difficulty due to benefits being sanctioned. Discussion with other services in the council suggests that other aspects of the reform of the welfare benefits system is impacting on people, for example, we are seeing customers of Adult Social Care who are in rent arrears because of the under-occupancy rules that were introduced.

We have taken an approach that focuses on making North Tyneside a Dementia Friendly community. A large cohort of staff, councillors and community partners have received the Dementia Friends training. Wallsend has been successfully registered as working toward being a Dementia Friendly Community with the Alzheimer's Society, and Whitley Bay is also working towards this.

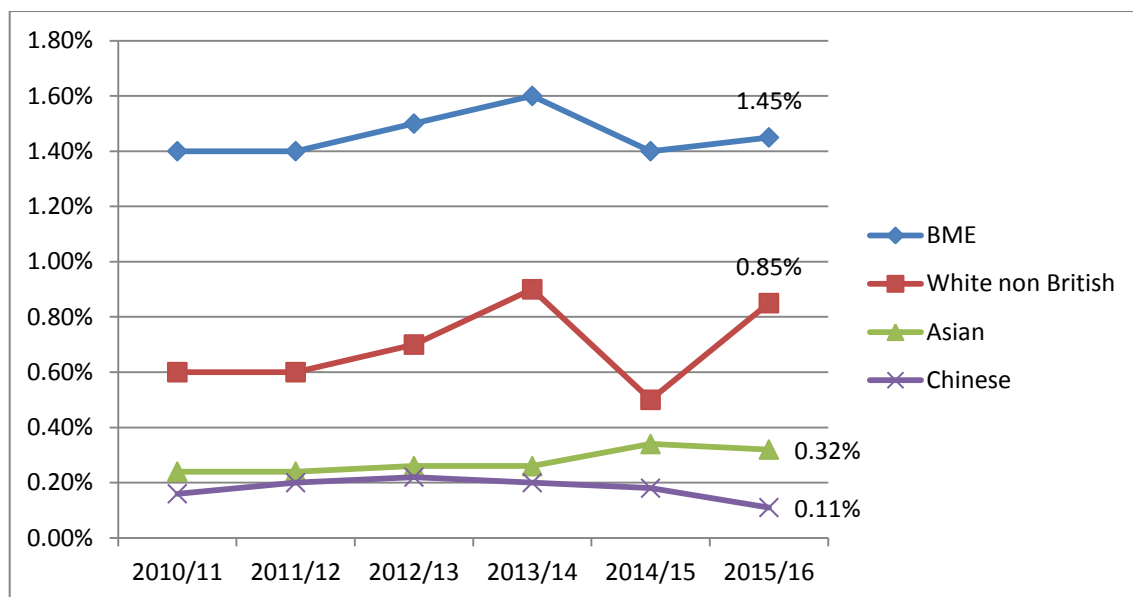
6.2 What we know about our customers

We know that the greatest number of service users, 70%, are over 65 years of age and in this age group 68% of clients are female. In comparison to previous years there has been a slight increase in service users aged 18-64. Analysis of this data over time has allowed us to see that the age profile of our customer base is increasing, as is the number of people with dementia. This matches the national picture.

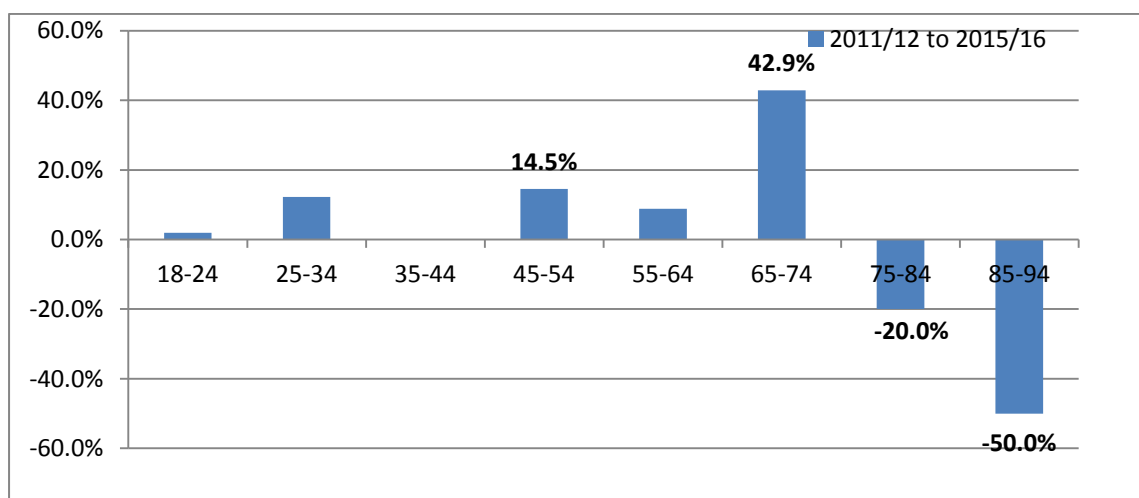


The graph shows that, in particular, the proportion of people aged 75-84 has increased significantly over the last five years, and this increase will continue through the older age groups over time. Although the proportion of older people aged 85 years and over has decreased, the intensity of support provided to these age groups is increasing.

1.7% of the population of people over 65 years of age are from a black and minority ethnic (BME) background. Similarly, 1.45% of our customer base aged 65 years and over is from a BME background (this includes white, non British). This supports the notion that people from BME backgrounds are able to access social care services without barriers. This indicator reflects that more people from ethnic minority backgrounds are accessing services than in previous years, and the graph below, shows the increases for certain BME groups, such as Asian groups, over the last 5 years;



Individuals with a learning disability are living longer and are experiencing the frailties and illnesses that accompany the ageing process, 45% of the total number of people with a learning disability supported by us with services in 2015/16 are aged 45 and over. An increase in clients aged 18-24 is evidenced during 2015/16, this is anticipated to rise as LD children move through transition to adults services.



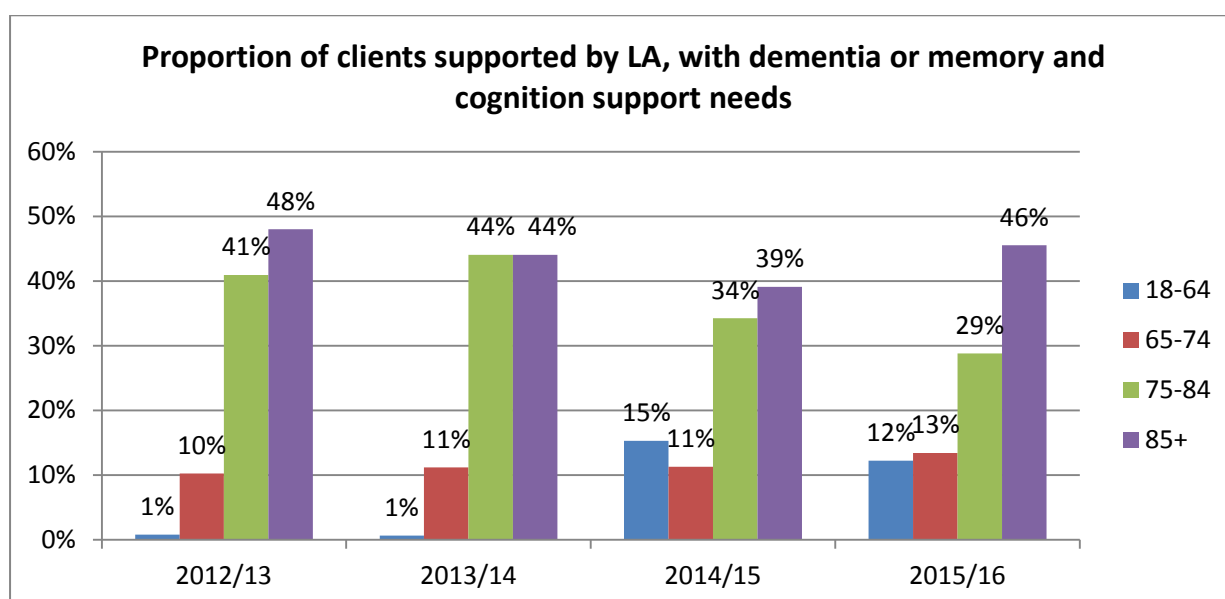
The graph shows that over the last six years (from 2010/11 to 2015/16) we have witnessed an increasing number of people with a learning disability, aged 45-54 (14.5%) or aged 65-74 (42.9%). Recent estimates suggest that by 2030 the number of adults aged over 70 using services for people with a learning disability is likely to have doubled (Emerson and Hatton 2008) Research by Department of Health (2010) shows that often older people with learning disabilities and their families are not known to statutory services until they are in crisis. It is worth noting that prevalence information refers to 2% of the adult population having a learning disability. This would equate to approximately 3000 people for a borough the size of North Tyneside. Social care currently supports only 550 or so people, meaning that there is a larger population that are living in the community without formal support.

Dementia and Memory and Cognition Support needs:

Another area of growth in demand that the service needs to consider when thinking through longer term planning for service requirements and use of resources is the anticipated growth in the number of people with dementia or memory and cognition support needs.

The following graph shows the proportion of clients supported by the Authority with dementia or memory and cognition support needs over previous years.

The graph splits them by age group, an increase in clients aged 85+ with dementia or memory and cognition support needs is evidenced.



The overall total client base of those receiving services, with Dementia or Memory and Cognition support needs, has increased over the period with a greater increase in people aged 85. We are seeing a 'shift' in the age groups of people with dementia or memory and cognition needs overtime.

6.3 Equality Impact Assessments (EIAs) carried out in 2015

- Commissioning Residential and Nursing Care Home
- Charging for Home Care
- Commissioning Older Peoples' Day Care
- Effective Housing Solutions
- Deferred Payments Policy
- Workforce restructure
- Older People's Day Services Procurement Exercise (2016)

6.4 Improvements during 2015/16

Actions identified in 2015 Annual Review	Progress
Embed and evaluate the new engagement standards that have been developed in conjunction with users and carers, by October 2015.	Complete: The standards are now published on the Council website and can be accessed here . Their use and impact will be evaluated in 2016.
Establish the new joint commissioning function to ensure a consistent all age non diagnosis based way of ensuring support is available to meet need, by March 2016.	Complete: People based commissioning team is now established and supporting the Head of Health Education Care and Safeguarding with commissioning priorities
Embed the MEAM (Making Every Adult Matter) approach into every day practice, by March 2016.	On-going: MEAM pilot concluded and positive independent evaluation received. Work continues as part of the mainstream work of Gateway Work continuing about how we are making this approach “business as usual”.
Embed the new eligibility criteria set within the Care Act and ensure that individuals understand the offer available to them – including the support available to carers, by March 2016.	Complete: Range of public and partner engagement and consultation sessions held re the introduction of the Care Act (2014) Staff trained and processes developed and implemented. Advice and information work continues in terms of new website development and continued work with SIGN. A signposting app for mobile devices has also been developed to guide people to the right information and guidance on a range of health and wellbeing issues. Further develop work around carers assessments and carers personal budgets
Evaluate the success of Care and Connect, by March 2016.	Complete: An evaluation was carried out at 6 months, and has demonstrated that an increasing number of referrals have been sent through to Care & Connect as opposed to a social work team. Care & Connect have provided a range of information, advice and signposting to individuals, whilst also being able to assess for eligible social care needs. 749 clients had been seen at the end of December. A further 110 people were involved in specific Christmas events. 67 of these people received a proportionate assessment. Very few clients, 17 in total, have required a personal budget as their needs have been met via universally available resources.

	<p>These 17 have all used a direct payment to secure their care and support which has provided them with more choice and control. Feedback has been consistently excellent with most residents happy with the level of support they have received.</p> <p>The assets available within North Tyneside are vast and Care & Connect keep up to date with all new activities, as well as work alongside community members to develop groups where there are identified gaps.</p> <p>We are working with colleagues in Adult Social Care to understand the demand for care and support and to ensure the correct pathway is followed for individuals, maintaining a focus on enabling people to help themselves.</p>
Hold another SAFE week to highlight the importance of ensuring that people in the community with protected characteristics are safe, by October 2015.	Complete: Safe Week successfully completed at beginning of November 2015
Focus on individual outcomes for people with protected characteristics throughout the safeguarding process, by October 2015.	Ongoing: the service is now evaluating the outcome based process and identifying the types of outcomes that are important to people who have been central to this process.

We continue to encourage people to be more involved in their assessment and assessments now allocate points to an individual depending on their level of need and look for ways to tailor support to each person's individual requirements – rather than the person being made to fit the service that is there. There is always an aim to explore access to universal rather than specialist services

This approach promotes the ability of people to select ways of meeting their needs in a person-centred way, so that support fits with all of their belief systems and needs in relation to all protected characteristics. We have facilitated people taking more control of their support and commissioning support themselves by introducing a pre paid card. This allows a direct payment to be loaded directly onto a card that can be used in a similar way to a debit card to allow an individual to arrange and pay for their own service. The reporting ability that comes with the card and the supporting bank account reduces the burden on an individual or their family for record keeping, as a report can be requested which identifies how funds have been spent.

‘My Care’ - the adult services website which provides people with the information that they need to become more self sufficient and which links to a new service directory - has continued to develop across the year. The information can be accessed at: www.northtyneside.gov.uk/mycare Further work is being undertaken to develop an

advice and information website that is interactive and linked to the community rather than owned by the Council

We understand that for some of our customers, website-based contact is not the most appropriate way of accessing our help – but we have aimed to address this with our strengthened Gateway team and through **Care and Connect**. The service aims to prevent or delay people needing formal paid care services, by helping them to understand and use their informal networks of support or by assisting them to access community resources that can keep them well, happy and independent for as long as possible.

SIGN North Tyneside is a free and impartial network of independent community and voluntary organisations that will support the website roll out by providing access to the information on the website, including via the SIGN app.

Over the past 18 months, we have been working closely with carers, providers and others in relation to the modernisation of **learning disability services**. During this period we have learned a lot and have listened to the views of those receiving services on how we carried out engagement and involvement activity.

As a result we have produced a new engagement leaflet and set of standards which makes clear what people can expect from engagement and how we deal with their views and experience feedback. We have also just established a new **Care Forum** which brings together carers, providers and NHS and council commissioners, to ensure that all future services changes are fully coordinated and communicated to the right people at the right time.

The service has done a lot of work over the past few years to emphasise to local communities and local partners that ensuring that vulnerable people are safeguarded is a priority and is everybody's business. This is important as the majority of people who touch our service in relation to **safeguarding** issues will have a protected characteristic that makes them a vulnerable adult at that time.

During 2015, North Tyneside, Newcastle and Northumberland held a week of action aimed at increasing general awareness about Safeguarding Adults. This involved a range of activities including a poster competition where local school children designed a poster aimed at keeping older people safe, a yarn bombing event where Northumberland Square in North Shields was covered in decorated gloves and socks depicting "a day in my shoes" and "my life in your hands", coffee mornings and a sponsored zip wire which was completed by 60 staff and raised, along with other fundraising events in the week, more than £5000 for Action on Elder Abuse.

Information on Safeguarding Adults was shared with the general public through the distribution of promotional materials, for example bookmarks were given out in public libraries. This was supported with web-based information and through the use of social media.

We have also piloted a person centred, outcome focussed, way of managing safeguarding meetings and processes, ensuring that the person is more fully involved.

This approach is currently being analysed to identify the impact of this way of working and also to understand better the types of outcomes that are important to people.

6.5 Issues

- We know that there is a cohort of people with diverse needs who do not meet the criteria for standard services yet who are vulnerable, may disengage from support and continue to be at risk. This cohort might include individuals subjected to cumulative discrimination, for example people from minority communities who are struggling with stigmatising conditions such as drug and alcohol dependency or mental illness. The MEAM has addressed this and has been very successful. We are using this multi agency approach to managing vulnerable people as a platform to working with a wider range of clients and to embed this approach as “business as usual”
- Continue to understand the impact of the changes that the Care Act brings over the next four years.
- Strengthen the pathway where there are issues surrounding whole life disability to ensure that there is a consistent cohesive approach to supporting individuals and their families
- The significant increase in the number of requests for Deprivation of Liberty assessments for people who lack capacity in relation to where they are living. This follows a judgement from the Supreme Court in relation to people who lack capacity and live in care homes or who are in hospital.
- Release of information following a review of deaths in Southern Health NHS Foundation Trust relating to people with mental ill health and learning disabilities in receipt of services from that Trust.
- Strengthen the Carers Pathway to ensure that carers are fully supported to continue to care and ensure that they receive the support they need at the right time.

6.6 Actions for 2016

- Continued resourcing and support to the Learning Disability Care Forum.
- Commence work on an inclusive communities project via Care and Connect.
- Develop and implement an action plan to ensure that the risk of preventable deaths in care settings are minimised.
- Continued development of website to strengthen advice and information and to allow people to understand availability and access to universal services.
- Analyse the impact of outcome focussed safeguarding processes and consider how this is further rolled out.

- Develop a Whole Life Disability Service to meet changes within Children and Family Legislation and Care Act requirements of Transition. We will co-produce the model for North Tyneside with partners including service users and Carers/families.
- Evaluate the impact and use of the published social care engagement standards.
- Implement the Accessible Information Standards.
- Undertake case management for people who are eligible for NHS funding for their support to ensure that this support is proportionate and appropriate.
- Re-design the Carers Pathway; delegate partial responsibility for Carers Assessments to the North Tyneside Carers Centre; and improve identification and assessment of young carers.

7. Children, Young People and Learning

7.1 Introduction

Children, Young People and Learning supports children, young people and adults to access learning opportunities, realise their potential and develop the skills to succeed in life.

It works to ensure the fair and equitable access to children's services across the borough. Children, Young People and Learning services also deliver the council's responsibilities for safeguarding and caring for the most vulnerable children and young people in the borough.

The service delivers the council's responsibilities around:

- Schools
- Safeguarding children
- Early Years and School Improvement
- Parent and family support
- Fostering and Adoption services
- Looked After Children (LAC) including those in foster placements, residential care and those receiving support from the Leaving Care Team
- Disability and additional needs
- Skills provision for young people and adults
- Children's Centre offer
- Alternative Education Programme
- Careers Education for young people
- The Skills, Employability and Inclusion contribution to the North East Combined Authority
- Youth Offending
- Youth Work
- Early Help, Prevention and the Troubled Families programme

Children, Young People and Learning services also lead the council's work with partner agencies to improve outcomes for children and young people. Effective partnership arrangements are well established and include:

- Children, Young People and Learning Partnership Commissioning Executive Board
- North Tyneside Safeguarding Children Board
- Area Children's Strategy Groups
- Local Children's Safeguarding Board

The service has delivered significant improvements to the lives of vulnerable children and young people. For example:

- Residential children homes maintain or increase ratings, Heatherfield Short breaks was rated as good by Ofsted (January 2016) and Addison Street received an outstanding Ofsted rating (September 2015).
- We have delivered a comprehensive offer of skills training, alternative education provision for young people aged 14-16, careers support in schools, employment support projects and worked with businesses to identify new opportunities including Apprenticeships, Jobs, Work experience and training placements.
- We have increased targeting of our service offer to the long term unemployed and low skilled including those with specific or additional needs with the outcome of reducing the 16-18 Not in Education, Employment or Training (NEET) rate to 3.8%, the lowest in the North East. We have also increased the participation rate of 16-18 year olds to 95%.
- Using our most recent baseline data (October 2014 to September 2015), North Tyneside Youth Offending Team have consistently had a better rate of reduction of first time entrants into the Youth Justice System in comparison with national and regional averages since April 2011.
- Our Children's Centres are all rated 'Good' by Ofsted.
- We have been chosen as one of the north east hubs to pilot Open School Orchestra, an initiative to enable young people with a disability playing in ensembles and performing. This will commence in September 2016.
- North Tyneside Connexions service has improved delivery of the Guarantee of Learning for 16-18 year olds.
- We successfully delivered Phase One of the Troubled Families programme (2012 – 2015) and were an 'early starter' for Phase Two (2015-2020).
- All schools within North Tyneside have an accessible toilet.

Equality and diversity are embedded within Ofsted's children's services inspection framework. North Tyneside consistently achieves good outcomes, and equality and diversity issues have not been raised as an area for improvement in any setting. Recent Ofsted inspections of residential services have been very positive

Children's services face a future of increased demand, reduced funding and population change. This will require a transformation in the way services are delivered. Work has been undertaken to understand this and to refocus the way resources are used to ensure we target our statutory services at the most vulnerable people, whilst strengthening our support in early intervention and prevention, working with families to help them help themselves. Our aim is to address the underlying causes of vulnerability and disadvantage, in order to reduce the number of children, young people and families reaching crisis point. As part of our strategy, the authority is offering Family Group Conferences to enable families to work with the service to look for alternatives to their child becoming a 'Child in Need'

Specific initiatives associated with the development of a multiagency integrated locality team will identify and work with families who need early help to prevent issues becoming more complex and / or to delay escalation to higher level services. The creation of a whole life disability team to help tackle some of the issues that young people and their families face when they move from children's to adults services. Service users and carers are part of the steering group around these developments which will be developed with interested groups and individuals.

The Local Offer is well developed and another example of joint work with users and carers. The local authority and the parent forum, 'All Together Better', jointly chair the multi agency Local Offer project. This is allowing meaningful discussion about barriers to take up of support services and is helping parents to be much clearer about how to access services

7.2 What we know about our service users

The January 2016 school census gives ethnicity information for 98% of the **school population**. This shows that within the school population (based on those where the ethnicity is known):

- 49% are female, 51% male
- 92% are White British, with the remaining 8% made up of 28% Asian, 28% mixed and 22% who are White (but not White British), with smaller proportions coming from Black, Chinese or other ethnic groups

The census also collects information on special educational needs and first language, but does not record information on pregnancy and maternity, gender reassignment and sexual orientation, as this is not appropriate for the age group.

Demographic information collected by the **social care information** system includes gender and ethnicity. The age and gender profile of groups, such as looked after children, children in need, and children subject to a child protection plan are regularly reviewed and this information assists in the planning of services.

The current **looked after population** (May 2016) comprises:

- 59% males, 41% females
- 94% White British
- 65.7% are aged 10 or above

The Local Authority's role with looked after children and care leavers has been strengthened by a Corporate Parent Action Plan that outlines the councils promise to this group of children and young people.

Data provided by **further education, work based learning, apprenticeships, and community learning providers** in 2014-15 shows the following demographic split.

- Male 52% and female 48%
- Learning Difficulty or Disability 16%
- BME 3%

The statistics of **learners within our skills provision** are:

- Male 37%, female 63%
- 23% have learning difficulties or disabilities
- 5% are registered from a black or minority ethnic group

Our nationally recognised **participation and engagement** service offers children and young people a variety of opportunities to shape decision-making in the borough including a Young Mayor, Youth Council and Young Disabled Person's Network. This ensures the council listens to, and acts upon, the views of children and young people when taking decisions that affect their lives and communities (see the Corporate Strategy chapter for more details).

7.3 Satisfaction

Children's social care recorded a total of 40 complaints between April 15 – January 16.

Within our skills provision 96% of learners surveyed indicated that their experience was at least good.

7.4 Equality Impact Assessments (EIAs)

The following EIAs were completed in 2015/16:

- Integrated 0-19 Services
- Childcare Review 2015
- Staff restructure December 2015

7.5 Improvements during 2015

Actions identified in 2015 Annual Review	Progress
Reconfiguration of residential provision by April 2015.	Complete
Develop the provision of supported lodgings by June 2015.	Complete
Ensure equality and diversity information is incorporated into the review of Front Door Services by June 2015.	Ongoing - the review of the Front Door has been incorporated into a much broader review of prevention and early intervention services including the Front Door arrangements. External consultants have been engaged to provide challenge and support to this process and this work is being taken forward under the banner of 'Transforming Children's Services'. In September 2015 the initial contact point

	merged with that taking calls for Adult Social Care. This is providing a holistic family focussed approach to ensure the right resources are accessed at first point of contact.
Maximise external grant availability to North Tyneside vulnerable and disengaged young people and unemployed adults to increase inclusion and skills achievement by June 2015.	On-going: external grants continue to provide the existing service. Grants have also been received from the regional Generation NE programme to increase activity for NEET 16-18 year olds. Indicative notification has been received from the Building Better Opportunities programme that this will provide significant funding in the future. A review of these services is being undertaken.
Increase the targets for vulnerable learners accessing skills and employability support for academic year 2015/16 by July 2015.	On-going: we have continued to target the unemployed, low skilled and those with specific needs to ensure they have access to skills improvement and to work. A full review of the service offer is underway.
Evidence that the principles underlying the Code of Practice are in place –i.e. the participation of children their parents and young people in decision making by September 2015.	Complete - awareness, training and information is on the website, while information on the Local Offer is being added as and when other information is sought. Training is also ongoing and there are two volunteers who are Independent Supporters, who support the transition of statements to EHC plans and requests for new plans. This is part of the new SEND reforms and will be in place until 2018.
Evidence that the information on the local offer is accurate and accessible and that changes are made as a result of feedback from children their parents and young people by September 2015	
Evidence collaboration between education health and care to provide support through the implementation and quality assurance of EHC plans by September 2015.	On-going - there is a plan in place to transfer statutory assessments to EHC plans and we continue to monitor performance.
Evidence greater choice and control for young people and parents through the implementation of personalisation action plan by September 2015.	On-going: this action is still being progressed, personal budgets for summer holiday activities are being introduced. Action due to be completed in September 2016.
Implementation of an action plan to maximise preparation for adulthood by September 2015.	
Evidence that arrangements are in place to provide advice and information about matters relating to SEN and disability to children with SEN or disabilities and their parents and young people with SEN or disabilities	There is Local Offer information on the website and a Local Offer development group meets on a monthly basis.
Undertake a comprehensive review of	Integrated Locality Teams are now

services for young people 0-19 commencing June 2015 and provide in depth analysis of services for vulnerable families.	being developed and a 0-19 Children's Public Health Service is currently being commissioned.
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7.6 Issues

Demand for specialist support services has increased significantly in recent years with the North East region having the highest numbers of looked after children and children subject to a child protection plan across the country. North Tyneside has also experienced higher levels of demand for specialist services. Welfare reform and low economic growth are expected to intensify and prolong demand for high level services. The long term pressures on budgets mean that high levels of demand will place significant pressure on services. It is important that we work with partners to address the underlying causes of disadvantage and vulnerability, through early intervention and preventative support. This is being addressed through the work we are doing to reconfigure services.

The integration of services for children and young people with disabilities and additional needs remains a priority. A new service has been established to address the duties set out in recent legislation, the revised funding system and families' dissatisfaction with the existing system.

The gap in attainment between vulnerable learners and their peers remains significant, although there are some excellent examples of where schools and training providers have tackled this challenge successfully. The introduction of the pupil premium has provided schools with additional resources to address the gap in attainment between more disadvantaged pupils and their peers. We will support schools to accelerate the reduction in the achievement gap.

During 2016 we will continue to maximise the external grant opportunities at a regional level, including access to European funding, that will increase participation and inclusion and raise the skill levels of the most vulnerable residents.

7.7 Actions for 2016

- Develop approaches to enable more children to live safely at home.
- Design a new prevention and early help pathway for children young people and families which gets them the help they need as soon as possible.
- Develop and embed locality based integrated teams which focus on a whole family approach.
- Ensure equality and diversity information collection is incorporated into new service development.
- Ensure our 'Carers Commitment' and action plan enables young carers to receive appropriate support as well as understanding the impact of caring upon their own learning, health and development.
- Through the new Early Help pathway, ensure parents and children with additional needs are identified and supported.
- Reduce the number of children becoming looked after.
- Recruit and train more specialist foster carers who can support children and young people with complex needs.

- Improve the proportion of children and young people attending a good or better school or childcare setting.
- Improve the educational attainment of disadvantaged children and young people.
- Increase the progress pupils make in mathematics at key stage 2.
- Increase 16-18 year old traineeships and apprenticeships.
- Prioritise vulnerable people into learning training and employment.
- Review careers information, advice and guidance offer.
- Improve integrated work with the North Tyneside Clinical Commissioning Group.
- Increase the number of people using a personal budget to meet their support needs.
- Develop and co-produce the whole life disability model and pathway.
- Develop an educational psychology model to maximise inclusion.
- Work with Safe Families for Children and Barnardo's to provide direct work with vulnerable families and to reduce risk and children and young people becoming looked after.
- Review the Council's Strategic Investment & Property Team's 5 year Investment Plan (established in 2012) to support an investment and wider SEND strategy across the school estate. The investment plan covers information on level / ramped access, main entrance access and reception counter access etc. Additional surveys will need to be undertaken as part of the wider review to determine full accessibility throughout the individual school building(s).

8. Public Health

8.1 Introduction

The public health team supports North Tyneside Council to deliver the responsibilities delegated to it in the Health and Social Care Act 2012:

- Improve the health and wellbeing of the local population.
- Reduce health inequalities across the life course, including within groups which are seldom heard.
- Carry out the health protection and health improvement functions delegated from the Secretary of State for Health.
- Ensure the provision of population healthcare advice to NHS commissioners primarily North Tyneside Clinical Commissioning Group (CCG).

The team also commissions a range of public health and health improvement services. This is achieved by working at the centre of borough-wide planning for improved health, reduced health inequalities and the better integration of health and social care. This approach centres on evidence-based commissioning, cost effective delivery and responsive service development.

The public health team takes account of the equality and diversity processes within the Council and ensures that in all commissioned public health services the principles within the Equality Act are adhered to. Equality Impact Assessments are undertaken in the review, planning and changes to services provided.

What services do Public Health commission?

The following functions are mandated⁹ in regulations relating to the Health and Social Care Act and the Council must ensure that they are provided:

- Open access sexual health services (Sexually Transmitted Infections (STI) treatment and testing and contraception)
- NHS Health check programme
- The local authority role in health protection (screening and immunisation programmes, infection prevention and control, responding to threats to health, e.g. epidemics, pandemics, environmental hazards to health)
- Public health advice to health care commissioners e.g. the CCG – the 'Core Offer'
- The National Child Measurement Programme
- Commissioning the 0-5 Healthy Child Programme

The Council also has a wide variety of other non-mandated health improvement responsibilities including:

- Providing sexual health promotion services (advice)
- Reducing teenage pregnancy

⁹ Mandation does not imply that a function is more important than another in terms of delivering the Council's overall duty to improve the health of the local population. Functions have been mandated because the Secretary Of State for Health has a legal duty to ensure that the specific service is available nationwide or to ensure a consistent approach in all areas of the country where this is considered necessary.

- Reducing obesity (adults and children)
- Increasing physical activity (adults and children)
- Promoting healthy eating
- Reducing harm from drug and alcohol misuse (adults and young people)
- Reducing the harm from tobacco (including smoking cessation)
- Mental health promotion and suicide prevention
- Oral health promotion
- Maternal health (including promoting breastfeeding, preventing non genetic birth defects)
- Healthy child programme (5-19).
- Accident prevention (adults and children)
- Reducing excess winter deaths
- Public Health aspects of community safety and domestic and sexual violence
- Promoting health at work
- Reducing health inequalities.

Key documents:

[North Tyneside 2015 Joint Strategic Needs Assessment \(JSNA\)](#)
[Health and Wellbeing Strategy 2013 - 23](#)

8.2 What we know about our population

North Tyneside is one of the least deprived boroughs in the region and there is generally an improving picture of health and wellbeing. However, there are still significant health and social care challenges to be addressed.

While average life expectancy is improving (83 years for women and 78 years for men), healthy life expectancy (the average number of years a person can expect to live in good health) lags behind England, (61 years for women and 59.9 years for men.) This means that many people are living their older years with chronic illness or long-term conditions. The gap in life expectancy between the most and least deprived areas within the borough is 10 years and this gap has remained static during the last decade.

The 2015 Residents' Survey found that 67% of local residents report that their health is good, which is consistent with the past few years. Younger people aged 18-44, those in work, homeowners and those with children in their household are least likely to report poor health or say they have a limiting disability or health condition. In contrast, older people (aged 55+); those out of work and social tenants rate their health less well and more frequently report a limiting disability or health condition.

The pattern is different for mental wellbeing because, although owner-occupiers have a better score than tenants in social housing, it is older, retired people who have a better score than others. These findings mirror last year's results.

Health and well-being by respondent demographics

Status	Good Health %	Have an illness or disability %	Positive wellbeing index score %
All	67	27	25
Gender			
Male	69	24	24.8
Female	67	30	25.4
Age			
Age 18-34	88	10	24.9
Age 34-44	79	12	26
Age 45-64	72	22	24
Age 55-64	60	34	25.4
Age 65+	45	50	25.6
Working status			
Working	81	12	25.2
Retired	50	46	26
Workless	31	70	19.6
Homemaker/other	63	25	24.9
Tenure			
Home owner	72	22	25.6
Social tenant	37	56	22.7
Private tenant	76	20	23.8
Household composition			
Any children	82	11	25.3
No children	63	34	25.0
Single person household	56	41	24.0

Residents survey 2015

8.3 Satisfaction

Customer feedback is integral to understanding services users' needs and effectively commissioning services to meet those needs. All contracts specify that ongoing user feedback should be obtained by commissioning leads/Public Health Officers in preparation for monitoring.

The public health department recognises that it is important to deal with complaints in an efficient timely manner, acting in accordance with North Tyneside Council policies.

No complaints were logged during 2015.

8.4 Consultation

North Tyneside has a long history of engaging with patients and the public in relation to health and social care. Continuing engagement of local residents and ongoing consultation with service user groups helps to ensure that we have up to date and relevant information with regard to our existing priorities and also unmet needs and local assets.

This work will support and feed into our Joint Strategic Needs Assessment (JSNA) and the continuing development of our Health and Wellbeing Strategy. We will continue to work with our local HealthWatch and voluntary sector to develop stronger involvement into the commissioning of our services and the JSNA process. We value this input and use these views to shape or reshape services and keep abreast of change; ensuring that we can meet the needs of residents.

The following groups continue to be involved in the shaping/development of public health and the services that we commission: HealthWatch, VODA, Phoenix Detached Youth Project, Cedarwood Project, Meadwell Connected, Mental Health Service Users group, Youth Council, PROPs (a family drug support service), AgeUK North Tyneside, Carers Centre, Community Health Care Forum, YMCA.

8.5 Improvements during 2015

Actions identified in 2015 Annual Review	Progress
Use of data segmentation tools to inform the delivery of the NHS Health Checks initiatives and other service development activity.	Complete: we use a range of data including data segmentation in reviewing current services and contracts and in implementing future service delivery.
Complete a health equity audit during 2015 in relation to the delivery of the NHS Health Checks Programme.	In progress: we have been unable to access any of the data on NHS Health Checks held by GP practices due to information governance issues. We have entered into a new contract for NHS health checks from 1st April 2016 and equity audit data will be available through the new contract with Tyne Health as part of the reporting and monitoring within the new contractual arrangements.
Implement a standard operating procedure to ensure Public Health services are monitored for equality and diversity and the data analysed and used to inform service delivery - and that commissioning leads and officers are aware of this requirement.	Complete. There is a standard requirement in all public health contracts and service specification.
Ensure equality and diversity data is collected inline with the rest of the local authority.	This is not complete and is an outstanding action. This responsibility now lies with the People Based Commissioning team who are

	responsible for all people based commissioning including public health.
Ensure service user feedback is regularly discussed at contract monitoring meetings.	Complete - This is a standard agenda item at contract meetings with providers and a requirement of contracts.
Ensure EIAs are completed for all currently commissioned services and those procured in future.	On-going: an EIA was completed for the new Sexual Health integrated service procurement.
Continue to track progress against equality and diversity review recommendations throughout 2015.	Complete.

Additional improvements:

- Public Health continues to produce a health promotion campaign calendar, working in conjunction with Healthy Living Pharmacies, Better Health at Work and Active North Tyneside; the aim is to narrow health inequalities in the borough.
- The procurement process of the Integrated Sexual Health in 2015/16 included a whole systems event which included the involvement of young people. A survey for young people was also conducted and an equality impact assessment completed.

8.6 Information gaps

Public Health has conducted an equality review and will continue to monitor the recommendations in 2016 to ensure that equality and diversity are embedded.

8.7 Issues

Further analysis of the equality data routinely collected by public health and commissioned services needs to be undertaken to further inform procurement and service delivery.

8.8 Actions for 2016

- We will build and develop our relationships with stakeholders and the public, including those that represent groups with protected characteristics, to improve our functions and services, and consult with them about our priorities particularly around:
 - The development of the Children and Young People's Mental Health and Emotional Wellbeing Strategy 2016-21
 - The procurement of Public Health 0-19 Services including consultation through surveys and an event with Headteachers, parents, and GPs.
- Ensure an Equality Impact Assessment is completed for the procurement of Public Health 0-19 Services.

- Re-commission the Stop Smoking in Pregnancy Pathway (“BabyClear”) through the 0-19 Children’s Procurement.
- Improve the information we hold and collect from our service providers and partners to improve the evidence base on people with protected characteristics with relation to accessing and using public health services.
- Ensure equality and diversity data and service user feedback is collected and regularly discussed at contract monitoring meetings to ensure equitable access to public health services.
- Undertake a needs assessment in relation to ageing well in North Tyneside, particularly considering the needs of those older people with protected characteristics.
- Review and refresh the internal service level agreements for Active North Tyneside, Safe and Healthy Homes and Growing Network ensuring health equity audits are included in the review.
- We will improve access and ease of understanding of the information and advice we produce for the public in our campaigns.
- We will report on health checks equality data for 2016/17.

9. Business & Economic Development

9.1 Introduction

Business and Economic Development is responsible for the delivery of a range of activities including inward investment, business support and physical regeneration.

Through the Head of Service, the team also plays an important role as part of the [North East Combined Authority](#), which brings together aspects of innovation, economic development, regeneration and transport activities across the seven North East local authorities.

Regeneration is responsible for the planning, design and delivery of a wide range of, mainly physical, regeneration schemes that seek to improve quality of life for residents of North Tyneside. This can be directly, via a third party developer, or with other public and private sector partners. These schemes vary from minor projects affecting only a small number of people to large regeneration strategies benefiting whole communities.

Business & Enterprise is responsible for local business support, town centre management, inward investment, marketing the borough to potential investors, [The Business Forum](#) and the business start-up programme, which is delivered by [The Business Factory](#).

The Business Factory has supported a range of entrepreneurs to start their own business and has over 3,000 North Tyneside resident contacts. Their 1,000th start-up business was announced in December 2015.

Further information is available online by clicking on the links below:

- [Regeneration](#)
- [Inward Investment](#)
- [Business Advice & Grants](#)
- [Key Figures for Economy & Employment](#)

9.2 What we know about our service users

The table below shows the annual breakdown of clients accessing the Business Factory's business start-up services. This is not directly comparable with the borough average as it relates to Business Factory service users and we know that some potential customers may use other regional or national specialist services such as the Department of Work and Pensions NEA programme for the unemployed or [The Pinetree Trust](#), a regional organisation that supports individuals with a long term illness or disability and complex needs.

Business Start-up Service	2010	2011	2012	2013	2014	2015
Number of clients	956	1,305	586	735	881	1128
Male	60%	56%	51%	47%	44%	53%
Female	40%	44%	49%	53%	56%	47%
Aged 16-25	15%	17%	25%	20%	25%	23%
Aged 50+	20%	23%	18%	23%	20%	23%
Employed	21%	31%	32%	44%	19%	34%
Unemployed	63%	54%	49%	39%	80%	31%
Health Issues / Disability	4%	5%	8%	7%	8%	3%
Lone Parent	6%	4%	6%	5%	4%	4%
White British	92%	93%	90%	89%	92%	92%

The table above shows the number of clients The Business Factory has worked with every year since 2010, together with the data held on their characteristics.

The Business Factory achieved the corporate equality objective to:

Increase the number of clients aged 50+ accessing the business start-up service (to explore the potential for self-employment), with 23% of clients coming from this age group by December 2015.

The Business Factory staff targeted private networks and redundancies, and worked with an increased number of older clients, many of whom have struggled to find other employment options in the current job market. An alternative start-up programme has been introduced by the government, that incentivises start-ups under the Job Centre Plus Programme, so some potential Business Factory clients may have taken this offer. The 2014 table above also indicates that a higher proportion of business start-up service clients are non White British than in the borough's overall population.

9.3 Improvements and activities during 2015/16

Update on actions identified in 2015 Annual Review	Progress
The Regeneration Team will:	
Continue to hold events around Spanish City, our main focus for coastal regeneration.	On-going: Latest events have centered on the master plan and St Mary's island. They have been held in the Whitley Bay Customer First Centre as it is centrally located near to bus routes, Metro etc, is easily accessed by people with mobility issues and has heating, toilet facilities etc. which the Spanish City does not have.
Continue to carry out and review service area Equality Impact Assessments as required.	On going: Completed as required.
Carry out equality monitoring of those attending our consultation events in order	To be reviewed: It has not been possible to undertake this piece of work at recent

to identify any gaps in the profile of people who we are engaging with at the Coast.	events due to the format of the events.
Ensure 'Changing Places' records are up-to-date and advertise the details on our website.	Complete: All fully compliant Changing Places facilities are listed on the public toilet section of the council's website and Changing Places have also updated their website with this information.
The Business Factory will:	
Hold an events programme until the end of the current project in September 2015.	Complete: Three events or workshops were held every month until March 2016 and include: Introduction to Self-Employment, Social Media training, EBay workshops and a Social Enterprise event.
Target young people, aged 21 and under, to consider self-employment as a viable career option.	On-going: Our Business Advisors continue to work with local schools through the Education Business Partnership.
Target minority groups, such as Veterans and try to ensure all our residents have knowledge of and access to business support services.	On-going: Although the Veterans Programme ended in May 2015, we have continued to work in deprived areas and to target the over 50's and other minority groups.
Continue to review service area Equality Impact Assessments and client data, by the end of June 2015.	On-going: This has continued and client data is regularly reported to funders and senior managers.
Carry out a final Business Factory evaluation, with results available in late 2015	Complete: Published on 30 September 2015.

Other activities

Business & Enterprise

The Business Factory project has recently been awarded a further three years European funding to deliver pre start and small and medium enterprise (SME) support until March 2019. A skeleton service is being delivered while all services are re-tendered - a full service should be offered by August 2016. In addition to continuing delivery of the previous programme, the project will also offer support to high growth pre start businesses and SME's.

[The Business Factory](#) has broadened service accessibility by enhancing its website and use of social media/Twitter, with a new [YouTube channel](#) showing the activities of the Business Factory and its clients through a selection of movies, including a client focus group. Through the use of Facebook and Twitter stories are promoted and published on a daily basis at the times when target audiences will be commuting or surfing.

The accessibility of the signage displayed in our office windows has been improved (including large print text and images) to make them more accessible and attractive to Potential clients physically passing the Business Factory.

The Business Factory's success has been recognised nationally. The team were presented with their winning award 'Promoting Entrepreneurial Spirit Award' at Westminster as part of the Enterprising Britain Awards 2015.

Regeneration

During 2015/16, there were a range of drop in consultation events held as part of the Whitley Bay Masterplan and Spanish City Dome Heritage Lottery Fund Bid with information on display for the public to view and with staff on hand for a period of time to answer questions. The most recent events were held at Whitley Bay Customer First Centre. The planning and information provision at all events are equality impact assessed to ensure accessibility e.g. use of appropriate font sizes and types for posters, flyers and leaflets.

9.4 Actions for 2016

The Regeneration Team will:

- Continue to hold events around coastal regeneration and regeneration of North Shields Town Centre.
- Continue to carry out and review service area Equality Impact Assessments as required.
- 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.
- Ensure 'Changing Places' records are up-to-date and advertise the details on our website.

The Business Factory will:

- Launch an events programme until the end of the current project.
- Target young people, aged 21 and under, to consider self-employment as a viable career option.
- Target minority groups and try to ensure all our residents have knowledge of and access to business support services.
- Continue to review service area Equality Impact Assessments and client data.
- Carry out a final Business Factory evaluation, with results available in late 2016.

10. Commissioning and Investment

10.1 Introduction

Commissioning and Investment was created as a distinct team in 2015, previously the work of the team was included in other chapters including Children, Young People and Learning and Adult Social Care. The service supports a number of developments and initiatives across including:

- The Authority, property, investment, audit and risk
- Education
- Adult Social Care
- Children's Social Care
- Public Health

It is structured around the following teams: Adults and Older People; Whole Life Disability; Families and Children (these three teams are grouped under the People Based Commissioning Function); Facilities and Fair Access; Independent Reviewing Service; Strategic Investment and Property; and Audit, Risk and Procurement.

People Based Commissioning Function

The Authority requires an adaptable commissioning infrastructure to meet the strategic demands we face now, and those anticipated in the future. This team offers maximum flexibility in capacity to meet business priorities.

The function commissions services and takes a lead role in shaping the market for children, adults and family service users, and in developing real choice and control over services that are, high quality, safe, affordable and meet their needs.

Facilities and Fair Access

Catering Services serve over 2 million school meals in the borough's primary, secondary and nursery schools ensuring children and young people enjoy a healthy and nutritious meal each day. The service also provides 64,000 hot meals each year as part of our Community Meals Service.

The service has clear procedures to support children requiring special diets including medically prescribed diets.

The **Facilities Management** team manage the organisation's head quarters buildings Quadrant East and West and contribute to ensuring staff and visitors experience a pleasant, accessible, clean and safe environment. The building is designed to ensure accessibility.

The statutory aspects of the **Education Placement and Welfare Service** work with the **Access Team** on the admission and transport arrangements for young people. Both teams work with the local community and schools to monitor school attendance and to ensure a diversity of school places, which enables every child to access an appropriate

school place. There are fair access protocols in place for both primary and secondary sectors to ensure there is equality and protected characteristics are considered.

The team fulfil the Authority's statutory duties in relation to school attendance and pupil welfare, oversee the annual school admissions process and provide advice and assistance to parents, carers and schools on all aspects of school admissions. They also manage the Council's school and post 16 transport responsibilities, including provision for children and young people with special educational needs and disabilities.

Promoting the Voice of Looked After Children

The **Independent Reviewing Officers** service make an important contribution to improving outcomes for looked after children. Their primary focus is to quality assure the care planning process for each child, and to ensure that his / her current wishes and feelings are given full consideration and acted upon wherever possible.

Maintaining and investing in our buildings

The Strategic Investment & Property Team leads on the development, management and delivery of the Council's capital investment strategy which includes the investment strategy across the school estate and our public buildings.

This includes the implementation of the Government's Asset Management Planning (AMP) process, working with schools to identify and deliver capital priorities (including the national Priority Schools Building Programme) to align with national and local policy.

The established arrangements we have developed with our schools are now being aligned with the public building estate and the team are working closely with other service areas to identify priorities which will allow the team to deliver a planned programme of investment. This will ensure that our public buildings are properly maintained and accessible, whilst also reviewing the estate as part of our wider accommodation review.

This will include:

- Supporting the review of school provision and pupil places across North Tyneside.
- Ensuring timely delivery of the investment initiatives detailed within the 2016/17 North Tyneside Strategic Investment Plan.
- Finalising the new build solutions via the National Priority School Building Programmes.
- Finalising the new build proposals linked to the relocation and rebuilding of Backworth Park Primary School.
- Agreeing proposals to accommodate an increased pupil population as a consequence of the local authority's Local Plan.

Providing an effective assurance framework

For many years all local authorities have been required, by law, to have "an effective internal audit". Since 2012, we have delivered **Internal Audit** and **Risk Management** services as part of a shared service with Northumberland County Council.

We work alongside our business partner ENGIE to ensure **procurement services** are delivered and that all aspects of our procurement approach actively supports the Authority in achieving its goals, ensuring compliance with the 2010 Equality Act and maximising the impact ENGIE has on achieving our required outcomes.

Procurement exercises (over £10,000) require a method statement to be completed by bidders which contain questions on compliance with equality legislation. These are marked on a pass/fail basis. A failure means that a bidder will be unsuccessful in the procurement exercise. Within the Authority, all service areas are required to complete an equality impact assessment as part of the pre tender process.

10.2 What we know about our customers?

The Commissioning and Investment Team has a range of internal and external customers:

Our internal customers are local authority departments and schools in receipt of school meals service.

Our external customers are:

- Adults and children who use of commissioned care and support services.
- Children who the Independent Review Officers work with.
- Children who have school meals.
- Other organisations, such as health organisations and Northumberland County Council.

Commissioned services include residential care, domiciliary care, day care, supported living for different client groups including older people, learning disability, mental health, physical disability etc. The information from the social work led assessments takes accounts of the needs of individuals and this information is collated / aggregated to design the specification of the service to be commissioned.

Relevant service areas collect and collate information on these customers and feed this information into decision making processes, plans and service redesigns.

10.3 Actions for 2016

Managers will:

- Develop and monitor actions contained within 2016 Equalities Review.
- Circulate and comment upon EIAs across service areas.
- Review and update function level EIAs.
- Identify and respond to equality training issues.
- Contribute to the annual equality review process.

11. Corporate Strategy

11.1 Introduction

This chapter brings together several core functions which provide central support and guidance to services across the Council:

- Customer Services (client managed through Finance and Resources)
- Communications and Marketing
- Participation, Advocacy and Engagement
- Office of the Elected Mayor
- Policy, Performance and Research (including equality and diversity)
- Community and Voluntary Sector Liaison

Some of the work undertaken by these teams is internally focussed, whereas others have direct relationships with residents and local organisations.

Our work is shaped by a range of strategies and plan, the most relevant to equality and diversity being:

The Our North Tyneside Plan which identifies key priorities to be delivered in partnership with local people, business, and local voluntary and public sector organisations.

Our **Engagement Strategy** which aims to:

- support and enable the delivery of the Our North Tyneside Plan
- satisfy all relevant statutory requirements
- meet relevant best practice guidance
- deliver the Authority's policy priority to be a 'listening Council'
- improve public awareness of, and involvement in, engagement opportunities
- improve understanding across the Authority of our residents and service users – of their priorities and needs

11.2 What we know about our service users

The **Participation, Advocacy and Engagement Team** is responsible for listening to residents views to inform how the Authority and its partners develop and deliver services.

The team undertakes direct engagement with local community groups; children and young people; tenants; and with residents via the 'Community Conversations' programme. It also co-ordinates the Authority's Staff Panel.

Children and Young People's engagement

During 2015-16 the team engaged with 27,205 children and young people and worked with 132 of them on a regular long-term basis. The team and the groups it supports have 2,473 twitter followers. 13,121 young people cast their votes in the Young Mayor and

Youth Parliament elections. 96 children and young people were involved in Takeover Day and 255 young people were supported to complete Duke of Edinburgh Awards.

When Abbie Armstrong was elected **Young Mayor** in 2015 one of her pledges was to 'support victims of bullying and show them they are not alone'. The Young Mayor and Youth Council were successful in receiving funding from the Police and Crime Commissioner to develop an anti-bullying campaign. It works through schools to support victims of bullying and launched the North Tyneside Anti Bullying Standards Award. Kieran Archer is North Tyneside's current Young Mayor and has pledged to 'direct my resources toward challenging bullying and discrimination so that no young person needs to live in fear'.

Rebecca Moore was North Tyneside's **Member of the Youth Parliament** in 2015 and debated topics in the House of Commons raising awareness of the need for mental health education for young people. Dillon Blevins was elected to the role in February 2016 and has pledged to 'campaign to Increase awareness and provide support for young people with depression and other mental health issues'.

The **Children in Care Council**, a statutory group of care experienced children and young people, were involved in a wide variety of initiatives during 201 which included: conducting 25 young people's inspections on children's homes (including those for children and young people with additional needs); sitting on interview panels for social work and management posts; and the delivery of Care4Me training to raise the awareness of more than 200 council and school staff about the issues experienced by looked after children and their responsibilities as Corporate Parents.

The **Young Persons Health and Wellbeing Board** in North Tyneside is a group of young people with a specific interest in health issues. During 2015 they created and distributed a lesson plan called 'Mind Your Head', which outlines common mental health issues and identifies where young people can go for help and support.

For more details on these and other engagement activities for children and young people please click [here](#).

Tenant engagement

The team also undertake involvement and collaborative work with council tenants including: service reviews, inspections, scrutiny, training and events such as the Better Home Event and Annual Event. While demonstrating an inclusive and supportive ethos the team engaged with 2,775 tenants and residents during 2015/16.

This engagement has resulted in the following service improvements:

- the distribution of Dictaphones to people, especially those with dyslexia, to complete incident diary sheets. This was requested especially to help people who were dyslexic
- paddle taps being fitted as standard in council homes

- plans to improve web and digital communication to ensure they are more attractive to younger people.

Resident engagement

The team engaged 2,044 people during 2015/16. 755 of these were via the 2015 **Big Community Conversation**.

Characteristic	Summer programme	Borough average
Gender	64% female 36% male	52% female 48% male
Age	7% 16-24 23% 65 +	10% 16-24 19% 65+
Ethnic group	93% White British 1% Asian	95% White British 0.3% White Irish 2% Asian
Sexual orientation	84% heterosexual 2% LGB 7.5% prefer not to say	93% heterosexual (est) 2% LGB (est)
Disability	14% have disability 8% prefer not to say	21% disability 11% carers

The Big Community Conversation involved visiting popular public locations (parks, beaches etc.), events (for example: community summer fairs and Picnic in the Park) and shopping and transport hubs to discover residents' aspirations for themselves, their families and North Tyneside. As part of this programme, between 3 July and 7 September 2015, 5,000 separate comments were collected from 755 respondents at 48 events and venues. Throughout the project the five participant characteristics were monitored. As the table above shows action should be taken to improve participation from men and people with disabilities.

Budget engagement The team engaged 194 residents on proposals for the 'Our North Tyneside' Council Plan and the Council budget between 11 December 2015 to 24 January 2016.

Face to face events were held for: the North Tyneside Strategic Partnership members, Staff Panel, residents, young people, older people, people who identify as transgender, businesses and people with protected characteristics under the Equality Act. People could also give views via the Council's website. These opportunities were promoted via the council website, via social media, in the press and in council buildings.

The team co-ordinates the **Staff Panel**, which aims to help the council improve communication between staff and the organisation; and to use feedback from staff in its decision making. The panel meets several times a year and is open to any member of staff to attend.

As of May 2016, 86 volunteers from across the organisation are panel members (the council's total number of employees is 2,896 – excluding schools). Profiling shows that

the panel broadly reflects the make up of the staff population. However, membership is concentrated among staff aged 35-54 years old, with no one aged 16-24 taking part. The percentage of 25-34 year old members has reduced from 15% in 2014 to 7% in 2016, as has the proportion of panel members identifying as disabled (8.5% in 2015 to 3% in 2016).

Characteristic	Staff Panel members (May 2016)	Staff average (May 2016)
Gender	70% female 30% male	69% female 31% male
Gender reassignment	No data	No data
Age	0% 16-24 years 7% 25-34 years 32% 35-44 years 45% 45-54 years 15% 55-64 years 0% 65 years and over	3% 16-24 years 14% 25-34 years 24% 35-44 years 38% 45-54 years 20% 55-64 years 1% 65 years and over
Ethnic group	96% White British 3% Other ethnicity	94% White British 2% Other ethnicity 1% unknown 3% undeclared
Sexual orientation	25% heterosexual 75% undeclared	15% heterosexual 83% undeclared
Disability	3% have a disability 3% undeclared	3% have a disability 6% undeclared
Religion or belief	64% Christian 25% no religion 7% undeclared	62% Christian 26% no religion 4% undeclared
Marital status	15% single 66 % married 7% divorced 11% undeclared	25% single 50% married 5% divorced 15% undeclared

Other engagement activity undertaken by Corporate Strategy

The Elected Mayor's Office also engage through the **Elected Mayor Listens Events**, which gives local people the opportunity to meet the Mayor, members of her Cabinet and ward councillors in a community venue where they can raise local issues and get answers to any questions they may have about council services.

The **Residents' Panel** is managed by the Policy, Performance and Research Team. It has 280 members, 217 of whom have provided profiling information, this shows:

Characteristic	Residents' Panel (May 2016)	Borough average
Gender	46% female 54% male	52% female 48% male
Gender reassignment	0	1% (est)
Age	0.5% 16-24 39% 65+	18% 16-24 19% 65+
Ethnic group	94% White British 0.5% Bangladeshi 2% Mixed 2% undeclared	95% White British 0.3% Bangladeshi 1% Mixed
Sexual orientation	60% heterosexual 3% LGB 35% undeclared	93% heterosexual (est) 2% LGB (est)
Disability	18% have disability 10% carers	21% disability 11% carers
Religion or belief	38% Christian 22% no religion 35% undeclared	64% Christian 28% no religion

The data suggests that men and people aged 65 years and over continue to be over-represented on the panel, although the proportion of both have continued to reduce since 2014 - this rebalancing needs to continue in 2016. The proportion of members identifying as lesbian, gay or bisexual or as disabled have also reduced since 2014 and will continue to be monitored,

Communications and marketing: A range of methods are used to share information to ensure that council communications are accessible to all. For example:

- Our website has recently been designed to be accessible, with large text, simple navigation and less clutter.
- Publications and written material can be made available in different formats, including Braille and audio, and languages on request.
- We can provide interpreters at events and meetings
- We use Twitter and Facebook to provide the latest updates direct to residents.

Information from Facebook show that the North Tyneside Council page has 2,686 likes, three quarters of whom are women, while two-thirds are aged 25-44 years old. The Authority has 8296 followers on Twitter. Information collected by Twitter shows a gender split inline with the borough's population (53% female and 47% male).

11.3 Satisfaction

Our annual **Residents' Survey Report** describes residents' views on a variety of subjects relating to the council. Between September and October 2015 a postal survey of 1,228 residents aged 18 years and over was carried out by an independent research agency.

Key findings include:

- Of those completing the monitoring questions – 97% were White (compared to 95% in the borough population) and 27% had a limiting illness or disability (compared to 21%).
- Attitudes towards the council are more positive amongst those aged 65 and over (61% satisfied).
- 70% feel they belong to their local area - with those aged over 65 more likely to agree.
- 58% agree people from different backgrounds get on well locally, in a change from 2015 18 – 24 year olds are more likely to agree with this - previously older people were most likely to agree.
- 91% feel safe outside during the day. This falls to 62% at night with women and those with a disability feeling less safe (In 2015 older people also felt this way).
- When asked about sources of information about the council:
 - 60% used the council residents' magazine (older people especially).
 - 49% used the website

The results of the 2015 Residents' Survey are published on the council's website [here](#).

11.4 Equality Impact Assessments (EIAs) carried out in 2015/16

The following Equality Impact Assessments (EIAs) were carried out in Corporate Strategy, Finance, and Law and Governance in 2015/16:

- Our North Tyneside Magazine Printing and Distribution
- Proposed Council Tax Increase
- Changes to Polling Places
- State of the Area Event 2015
- Budget Engagement 2015
- Big Community Conversation 2015

11.5 Improvements during 2015/16

Actions identified in January 2015 Annual Review	Progress
From January 2015, introduce a new monitoring form and approach to encourage completion at Community Conversations and Mayor's Listening Events.	Complete - A new equality monitoring form was developed. Equality Monitoring was undertaken as part of the Big Community Conversation and was used to inform the engagement programme.
Include information on the characteristics of social media users in the 2016 Equality and Diversity Review.	Complete – those characteristics collected by Twitter and Facebook are included in this report.
Continue to attract younger people to join the Residents Panel throughout 2015.	In progress - Some younger members were recruited via the Residents' Survey in 2015. A campaign is planned with the Communications and Marketing Team in

	2016 to develop the 'offer' and attract younger panel members.
In spring 2015, introduce a workflow in EDRMS to manage the sign off and storage of EIAs and the progression of actions flowing from individual EIAs.	On hold - ICT are exploring the use of alternative software, so this initiative is on hold.
Agree and implement a system for the sign off and storage of EIAs for business cases developed as part of the council's budget setting process.	Completed.
Finalise the Interpreting and Translation Policy	Now due Summer 2016.
Lead the development of new council equality objectives.	Complete - new equality objectives have been agreed and are published on page 6 of this review.

Also during 2015:

Corporate Strategy: As a result of children and young people's participation, advocacy and engagement changes have been made to enable looked after children to keep their social worker until they are 18.

11.6 Actions for 2015

- Regularly report progress against the new Corporate Equality Objectives and equality performance measures to the authority's Senior Leadership Team and within the next Annual Equality Review.
- Explore the opportunity to role out learning from the implementation of the Accessible Information Standard across the organisation.
- Review the Council's Translation and Interpretation Policy.
- Review the Council's Equality Policy.
- In partnership with the Procurement Team, agree and procure a regional framework for the provision of interpretation and translation services.
- Continue to work with Human Resources to review and develop equality training resources.
- Review the membership of the Residents' Panel to ensure it is more representative.
- Continue to monitor the characteristics of people taking part in community engagement activities and work to ensure the representation and involvement of diverse groups.
- Review membership of the staff panel to ensure it more closely mirrors the overall staff profile.

- Complete a social media campaign to attract younger people to join the Residents Panel.
- Support the Young Mayor and Member of the UK Youth Parliament to fulfil their pledges.
- Deliver a care leavers campaign by July 2016.
- Increase the number of schools accessing the Anti Bullying Award
- Recruit and support a new apprentice within the Participation, Advocacy and Engagement Team.

12. Law and Governance

12.1 Introduction

Law and Governance brings together several functions which provide central support and guidance to services across the Council:

- Legal Services
- Customer and Member Liaison and School Governor Support
- Democratic Services
- Registration Services
- Statutory Services & Business Support

Some of the work within Law and Governance is internally focussed, whereas others have direct relationships with residents and local organisations.

Legal Services: work is internally focussed providing ongoing legal advice, support and representation for the Council, as well as some externally funded work carried out on behalf of the Police & Crime Commissioner.

Customer and Member Liaison (CMLO) and School Governor Support: CMLO team manage the processing of all Council complaints providing support and advice to investigating officers, case manage enquires from Members and provide clerical support to Elected Members.

Governor Services provide training and advice to school governors and clerking of governing body meetings. The Civic Officer provides a PA service for the Chairman of the Council and manages the Civic Office including the Civic car and drivers.

Democratic Support: strive to ensure access for all to the Council's decision making processes, and to provide support and guidance to ensure Council decision making complies with the Council's policies and with statutory requirements.

During 2015/6 adjustments have been made to accommodate a Councillor's individual needs to ensure access and participation in committee meetings and ability to fulfil their Councillor role, including venue changes and use of technology.

Registration Services: are accessed by all residents of the Borough in line with statutory requirements.

Feedback forms that include the collection of equality data, have been issued by Registration Services since April 2016, to provide information regarding service users and services.

Statutory Services & Business Support: this team has responsibility for providing effective access for all residents to vote in any council election taking place within the borough, whether local or national through Individual Electoral Registration.

Following the implementation of Individual Electoral Registration an Engagement Strategy has been put in place and has been submitted to the Electoral Commission. The Engagement Strategy includes detail as to who we communicate with and in what format.

In order to make the process of voting easier for voters we introduced the following for the elections that took place in May 2016 and subsequent elections:

- Large capacity ballot boxes are available in the majority of polling stations; these have a larger slot in the lid which makes it easier for voters to place their ballot paper in the ballot box;
- Large polling stations signs are placed at each polling station so that voters can easily identify the polling station;
- Where possible, car parking spaces for disabled voters are identified and clearly marked;
- Ramps are installed at Polling Stations, where necessary, to assist voters to access polling stations;
- Polling station staff set the polling station up in such a manner that the voter can move smoothly through the process;
- Low-level polling booths are available in all permanent polling stations;
- Large print notices of the ballot paper and hand-held sample copies are available in all polling stations;
- A tactile voting device which allows a voter who is blind or partially sighted to mark the ballot paper themselves once the details on the ballot paper have been read out, either by their companion or the Presiding Officer are available in all polling stations;
- Polling station staff and Station Inspectors complete checklists to provide confidence that the polling station layout has been set up to meet the needs of all the voters.

12.2 Improvements during 2015/16

Actions identified in 2015 Annual Review	Progress
To 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	Following the implementation of Individual Electoral Registration an Engagement Strategy has been put in place and has been submitted to the Electoral Commission. The Engagement Strategy includes detail as to who we

	<p>communicate with and in what format.</p> <p>During 2015 we have:</p> <ul style="list-style-type: none"> • Carried out engagement activities to tackle under-registration in identified groups, as per the Electoral Commission's registration group definitions. • Joined the campaign by MENCAP to encourage disabled voters to take part in the Parliamentary & local elections, using online video guides showing what to do, and increased awareness training for polling station staff • Completed mid year changes to polling stations, ensuring accessibility to all voters and suitable buildings for use as polling stations.
Feedback forms are to be issued by Registration Services from April 2015, which will include the equality data collection form, to provide information regarding service users and services.	The forms have been used since April 2016.

12.3 Equality Impact Assessment carried out in 2015/6

- Changes to Polling Stations – November 2015
- Restructure in Law and Governance – December 2015

12.4 Actions for 2016/7

- 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.
- To gather information regarding service users, on feedback forms issued by Registration Services from April 2016.

13. Complaints

On receipt of a formal complaint by the council's Customer and Member Liaison team, the complainant is asked to complete an equality monitoring form.

Results for 2015-16 are now available and presented here, however not all complainants choose to return the monitoring form; and not all of those who return the form answer every question.

The table shows data for Adult Social Care; Housing (North Tyneside Homes) and Kier North Tyneside (covering construction and maintenance).

A total of 933 complaints were received during 2015-16, from these 150 equality monitoring forms were returned. This represents a response rate of 16%.

	Adult Social Care	Housing	Housing – Kier	Other	As a percentage of those who answered	Borough population
Gender						
Female	8	16	17	41	55%	52%
Male	6	10	12	39	45%	48%
Prefer not to say				1		
Age						
16-24	1	2		3	4%	9.5%
25-44	1	7	9	14	21%	27%
45-64	9	7	14	37	45%	28%
65 or over	3	10	6	23	28%	19%
Prefer not to say				4	2%	
Ethnic origin						
White British	13	26	27	761	95%	95%
Asian			1	1	1%	1.9%
Black			1		1%	0.4%
Other	1			3	3%	0.4%
Sexual orientation						
Gay or lesbian				1	1%	1% (est)
Heterosexual	12	21	22	65	80%	98.5% (est)
Prefer not to say	2	5	7	15	19%	n/a
Religion or belief						
Christian	9	11	15	43	52%	64%
Prefer not to say		2	2	10	10%	n/a

None	4	13	9	25	34%	28%
Other	1		3	2	4%	0.2%
Disability						
Yes	7	12	10	20	33%	21%
No	7	11	17	57	61%	79%
Prefer not to say		3	2	4	6%	
Carer						
Yes	7	7	7	17	25%	11%
No	6	17	21	61	70%	89%
Prefer not to say	1	2	1	3	5%	n/a

Appendix

Profile of Borough Population (compiled May 2016)

Equality Group	Number in borough	% in borough	Source
Gender			
Female	104,788	51.7	2014 - Mid year population estimates (based on 2011 Census – total borough population 202,714)
Male	97,956	48.3	
Age			
Under 16	35,835	17.7	2014 - Mid year population estimates (based on 2011 Census – total borough population 202,714)
16-24	19,310	9.5	
25-34	25,791	12.7	
35-44	27,090	13.4	
45-54	30,232	14.9	
55-64	25,824	12.7	
65-74	20,670	10.2	
75 and over	17,992	8.9	
Trans			
Gender variant people	n/a	1.0 (est)	Based on data reported by the Gender Identity Research and Education Society (2011) - The Number of Gender Variant People in the UK - Update 2011 http://www.gires.org.uk/Prevalence2011.pdf
Ethnic origin			
White	194,025	96.6	2011 Census Ethnic Group (Total borough population taken from 2011 Census = 200,801)
White British	190,936	95.1	
White Irish	596	0.3	
Any other white background	2,464	1.2	
Black or Black British	734	0.4	
Caribbean	91	0.15	
African	576	0.5	
Any other Black background	67	0.04	
Asian or Asian British	3,815	1.9	
Indian	1,095	0.5	

Pakistani	319	0.2	
Bangladeshi	686	0.3	
Any other Asian background	846	0.4	
Mixed	1,815	0.9	
White and Black Caribbean	448	0.2	
White and Black African	385	0.2	
White and Asian	602	0.3	
Any other Mixed background	380	0.2	
Chinese	869	0.5	
Other	412	0.6	
Sexual Orientation			
Bisexual	n/a	0.5 (est)	Based on national estimates from the January – December 2014 Office of National Statistics Integrated Household Survey. (Total borough population aged 16 and over at 2011 Census was 165,088)
Gay or lesbian	n/a	1.1 (est)	
Heterosexual	n/a	92.8 (est)	
Religion/Belief			2011 Census Religion of usual resident population (Total borough population taken from 2011 Census – 200,801)
Buddhist	436	0.2	
Christian Denomination	128,185	63.8	
Jewish	92	0	
Muslim	1,493	0.7	
Sikh	354	0.2	
Hindu	513	0.3	
None	56,408	28.1	
Other	528	0.2	
None stated	12,792	6.4	
Person with a disability			2011 (Total borough population taken from 2011 Census – 200,801)
Long term health problem or disability that limits a person's day to day activities.	41,405	20.6	
Marriage and civil partnership status			2011 Census Marital and Civil Partnership Status (Total
Single - never married or registered	53,347	32.3	

a same-sex civil partnership			borough population aged 16 and over at 2011 Census was 165,088)
Married (first marriage and re-married)	76,835	46.5	
Separated, but still legally married or still legally in a same sex civil partnership	4,690	2.8	
Divorced or formerly in a same sex civil partnership which is now legally dissolved	18,565	10.1	
Widowed or the surviving partner from a same sex civil partnership	15,212	8.0	
In a registered civil partnership	316	0.2	