

# Equality Annual Review

June 2017



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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 2225.

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

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.

The **Target Operating Model (TOM)** sets out how the council will address the financial challenge it faces whilst enabling the council to continue to deliver the 'Our North Tyneside' plan.

The TOM recognises that some people will always need our help and support. It focuses on targeting our services and spend on those most in need, while encouraging those who don't need as much help from us to do more things for themselves. We will seek to do this by:

- understanding the level of need our residents have for services – now and in the future and taking appropriate action to meet that need efficiently and effectively,

including supporting residents at the earliest opportunity – reducing the need for more costly and resource intensive services at a later date.

- giving people the information and tools they need to get the support they need themselves.
- using our resources (e.g. our staff, the data we hold, new technologies) and partnerships more effectively to improve our services.

### 1.3 Equality policy

North Tyneside Council's new Equality and Diversity Policy was approved by Cabinet in April 2017.

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

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

To achieve this we will:

- Proactively embed equality and diversity considerations in everything we do and challenge others to do the same.
- Meet all our legal equality duties under the [2010 Equality Act](#), the [Public Sector Equality Duty](#) and follow codes of practice published by the [Equality and Human Rights Commission](#).
- Not tolerate discrimination, harassment and victimisation on any grounds.
- Publish our equality objectives, equality data and report progress in our Annual Equality and Diversity Review.
- Undertake and implement the actions from Equality Impact Assessments on significant decisions, policies, plans, practices and procedures
- Ensure people with protected characteristics feel listened to and have the opportunity to be involved in making decisions about our services.
- Work to build understanding amongst residents, employees, partners and elected members of the needs of different protected groups across North Tyneside.
- Take account of, and respond to, the needs of residents and customers with protected characteristics when delivering our services.
- Work to create an environment where employees, elected members, residents and visitors are confident to be themselves.

- Strive to make our workforce more representative of the borough's population and the residents it serves, by ensuring equal access to jobs, training and career progression.
- Ensure that others providing services on our behalf follow our approach to equality.

The policy covers those who live, work and visit North Tyneside; council staff, elected members, 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
- Sex
- 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. We refreshed our equality objectives in 2016 and now have six, progress to May 2017 is provided below each objective:

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

This has increased to 71% which is 6 point increase across the Council

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

Discussions have taken place with Engie to review how an update of personal details on BMS can be carried out and we are looking to carry out the exercise during 2017/18.

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

The Council has released an updated Equality & Diversity programme, which offers a range of learning activities. It will ensure elected members and employees are alerted every three years when their training is due to be refreshed.

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

Key milestones and an action plan have been developed which will ensure that a revised stop smoking service will be implemented by the end of October 2017.

- 5. 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.

Data to measure the impact of the Social Sector Size Criteria (Bedroom Tax), Benefit Cap, Loss of Family Premium and back dating of Housing Benefit has been collected. It suggests that it would be feasible to undertake a cumulative impact assessment as individual reforms are implemented. The findings from this pilot and the planned on-going cumulative impact assessment will be reported to the Mayor's Welfare Reform Task Group.

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

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

Progress against each of these objectives will be monitored by the relevant service area and reported to Senior Leadership Team.

## 2. Our Residents

Based on the most recent population data (ONS 2015 mid-year population estimates), North Tyneside's population is estimated at 202,494 people.

Key statistics about our residents include:

- 48% are male, 52% female. (Source: Office of National Statistics - ONS 2015 mid-year population estimate)
- 17.7% are aged under 16. (Source: ONS 2015 mid-year population estimate)
- 19.4% are aged 65 years and over. (Source: ONS 2015 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 82.**

### 3. Our Employees

#### 3.1 Introduction

As a service Human Resources & Organisation Development (HR & OD) is here to provide leadership, advice and transactions for workforce operations within the council, in conjunction with the HR Teams employed by our Business Partner (Engie). The service also provides strategic and operational HR support and advice to schools through the teams employed by Engie.

The service ensures the council has an effective workforce, equipped to support and deliver high quality services to the communities of North Tyneside. Human Resources provides services to 3129 council employees (excluding contracted schools services) and supports all the council's corporate priorities, offering leadership on matters affecting people and their employment relationship to improving 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 2016

Actions identified in 2016 Annual Review	Progress
Continue to use equality data for policy/procedure reviews during 2016 to help to consider potential changes and positive actions.	<b>On going:</b> Equality Impact Assessments are carried out when undertaking policy/procedure reviews. Workforce profile data is available as part of the Equality Annual Review.
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,	<b>On going:</b> This work is being undertaken as part of the actions following the recent Staff Survey. 2016 staff survey results have been very positive and seen an increase in satisfactions in a number of areas across the Council. Engagement activities have taken place at a strategic level, service level and with the staff panel to gain more understanding of perceptions of less satisfied staff. Action plans are currently being developed at a corporate and service level to continue to focus on making changes to practices to increase satisfaction. Further analysis of

	results is required by demographic to identify trends in satisfaction and actions to support where appropriate.
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><b>On going:</b> An exercise to update personal details in the Business Management System with take place during 2017/18.</p> <p>The above will be supported by staff communications to inform employees about why data is held and how it will be processed.</p>
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.	<p><b>In process:</b> EIA's are carried out as part of the restructuring process. As the service design work continues it is intended to carry out an analysis of the workforce profile at a point in time during 2017 to compare over a 12 month period what changes have occurred within the organisation structure.</p>
Continue to publicise apprenticeship opportunities to underrepresented groups by September 2016.	<p><b>On going:</b> Work has been carried out to create apprenticeships for Looked After Children (LAC) and to encourage underrepresented groups to apply for apprenticeship opportunities. 53% of 2016 new apprenticeship posts were filled by individuals from targeted groups with 4 posts filled by LAC young people.</p>
Produce an annual profile of those on the council's apprenticeship and work experience placement programmes.	<p><b>On going:</b> Based upon new apprentice posts recruited in September 2016 the gender breakdown was 30% female and 70% male. 3.8% of successful candidates considered themselves as disabled. The full profile of employed apprentices will be made available following the completion of the 2017 recruitment process in January 2018. A demographic profile for work experience placements will also be made available in January 2018.</p>
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.	<p><b>On going:</b> Various learning activities have been developed to support the delivery of the refresher programme to include e- learning, face to face briefings and workbooks. A certification which monitors the renewal of this training is being developed and will be rolled out to all council employees. Managers will be able to monitor completions of their teams, via reports and notifications.</p>

Review Attendance Management and Recruitment policies and procedures to ensure the principles of equality and fairness are integrated into the council's management practice.

**In process:** The Health and Wellbeing Policy has been reviewed and an EIA has been carried out. The Recruitment Policy and Procedure is currently being looked at.

Over the past year, the HR & OD Service has:

- Continued to be a 'mindful employer' and retained 'Disability Confident' (formerly known as the '2 ticks' disability symbol) Employer status.
- Reviewed and rewritten the Health, Safety and Wellbeing Strategy and the Attendance Management Policy to incorporate the Authority's health and wellbeing agenda. The Policy now aligns to and supports the agreed health prevention and promotion programmes going forward.
- Continued to implement the Continuing Excellence commitments of the 'Better Health at Work Award that 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.
- Rolled forward with our 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 standard objectives for all managers into Individual Performance Reviews.
- Updated the Competency Framework to ensure aligned with Council direction.
- Re-categorised core training into mandatory and corporate training
- Recruited 21 Apprentices in 2016 and continued our Work Experience programme as part of providing alternative career pathways into the council.
- Undertaken Equality Impact Assessments on a range of workforce policies and procedures.
- Introduced a flexible approach to delivering equality and diversity core training. Employees can now access via an e-learning package, face to face training for front line services or a workbook.
- Put into place plans to comply with Gender Pay Reporting for April 2018. Completed work on a number of initiatives as part of the Carer's in Paid Work Pilot which ran until May 2017. As part of the pilot we:
  - Launched a meet and greet session in the Council Chamber;
  - Put on monthly drop in sessions for employees with caring responsibilities;
  - Updated display and information leaflets which are available in Reception areas;

- Offered 1-1 sessions with employees on request;
- Reviewed HR Policies and Procedures to ensure best practice in relation to supporting time off requests for caring responsibilities;
- Delivered training sessions for carer's targeted to specific needs; and
- Are reviewing any additional information for managers to support carer's in the workplace.

Although the pilot has finished the links with the Carer's Centre remain and employees will be signposted to this resource.

- Ensured that HR Business Partners 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.
- Took part in 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**

Key statistics about our employees include:

- 32% are male and 68% female, this contrasts to the borough population of 46% and 54% respectively. There is a slight increase in the number of male employees compared to last year.
- 89% are white, 2.1% are from black and minority ethnic (BME) communities - the main group being Asian or Asian British (1.1%). 8.9% have not declared this information. There has been an increase in the number of employees from the BME communities over the past 12 months. This contrasts to the borough population of 97% white, 3% (BME) with the main group Asian or Asian British.
- 2.3% of leavers were from the BME communities against 4.1% recruited in the same time period.
- 2.7% of employees consider themselves as having a disability, this contrasts to the borough average of 25%.
- 35% are aged 45-54, 1.8% are aged 65+ and 4.2% are aged 16-24. There has been an increase of 1.3% in the number of employees aged 16-24 compared to last year. This is most likely a consequence of the Council's Apprenticeship Programme over the past 2 years which has seen more young people being recruited onto these programmes and then securing employment within the Council.
- 12.8% are aged 25-34, compared to a borough average of 17%.
- 55% are Christian, 1.8% combined are Buddhist, Muslim, Sikh, Hindu, Jewish and other religions. 28.6% have no religion.
- 14.18% of employees identify themselves as heterosexual, 0.1% bisexual, 0.3% gay or lesbian. 84.7% of employees have not declared their sexual orientation. These figures remain largely the same as the previous year.
- 46% are married, 28.9% single, 4.2% divorced, 1.4% living together, 0.6% widowed, 0.5% domestic partner, 0.4% legally separated and 0.2% in a civil partnership. 16.9% have not declared this information. There have been small changes to the

percentages compared to last year's figures. There has been a slight decrease in employees identifying as married and a slight increase in those that are single or in a civil partnership.

An estimated 1% of the borough's population are transgender. Although the 2016 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, 2017

### **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, the Council's senior pay grades show a slightly higher representation of female employees (52% female compared to 48% male). This is a more even representation compared to the previous year's figures of 63% female and 37% male. This is compared to the gender workforce profile (68% female and 32% male).

Employees in positions APT&C grades 1-11 (follow the data links below for further explanation), of female 68% and male 32%, reflects the gender workforce profile (female 68%, male 32%).

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 2017, Grade distribution – Ethnicity 2017, Workforce Equality Monitoring 2017.

### **3.4 Disciplinary and Resolutions (Grievance) – to be updated as soon as the data is available**

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 2017

### **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.

### **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, 60% are from women and 73% of new starters within the council are female. This compares to 64% and 79% last year. Overall female representation within the workforce over the past two years has continued to remain at fairly stable levels of 68% female and 32% male. 7% of all applications received were from BME communities which is a similar figure compared to last year.

Individuals aged between 16-44 years of age accounted for 69% of all job applications and 58% of all new starters are from within the same age range. Those aged 16-24 represent 15% of all applicants.

Sources: Recruitment Equality Monitoring 2017, New Starter Equality Monitoring 2017, Workforce Equality Monitoring 2017, 2014-Mid year population estimates

### **3.8 Learning and Development**

Attendance at learning and development events and online learning completions from January to December 2016 identifies that 2.1% of attendee/completions are from BME groups, which is representative of the council workforce at 2.1%.

2.5% of delegates considered themselves to have a disability, which is similar to the make up of the overall workforce of 2.5.

Sources: Learning & Development Equality Monitoring 2017, Learning & Development Equality Monitoring 2017, Workforce Equality Monitoring 2017

### Apprenticeship Programme 2017

The recruitment and selection process for this year is complete with the majority of apprentices starting September 2017.

12.7% of applicants 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 2017.

## **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, 85% were from female employees compared to 15% from males; this is the second year that we have seen a slight increase in men requesting flexible working. Employees who are married or living with a partner accounted for 59% of these applications. , 28% of applications were from employees who are single compared to 22% last year

Sources: Flexible Working Equality Monitoring 2017, Workforce Equality Monitoring 2017

## **3.10 Leavers**

The number of leavers increased during 2016 (476) compared to 2015 (155).

71% of leavers were female and 29% were male. However 73% of all new starters were women resulting in the makeup of the workforce continuing to remain fairly static over the past few years with 68% female and 33% male.

Sources: Leavers Equality Monitoring 2017, Leavers Equality Monitoring 2017, Workforce Equality Monitoring 2017

## **3.11 Length of Service**

Length of service monitoring data shows that 31% of employees have been employed by the council for between one and four years. This is an increase on 16% compared to last year so more people are staying with the Council once appointed. Female employees with less than one year's service account for 73% and 27% are male. This trend changes when employees reach 30-34 years service where male and female representation is 59% female and 41% male and then 35-39 years it changes to 47%

female and 53% male. This indicates that more women leave the council between 30-34 years service but between 35 and 45+ years female representation starts to reduce; this is reflective of changes in the workforce profile during this time.

43% of employees with a disability have between one and nine years of service and 69% up to 19 years service. This indicates that more people with a disability are being retained in employment with the Council.

Sources: Length of Service Equality Monitoring 2017.

### **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 continue to 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 May 2017; future actions to use this data are detailed in the next section.

### **3.13 Policies and programmes put in place during 2016 to address equality**

The Council held a Health & Wellbeing Roadshow on 1 February 2017 which was well attended by employees. There was a choice of four zones to visit – Be Active – Eat Well – Think Well and Changing Habits. The Roadshow was interactive with experts on hand to give practical advice and tips in each of the four zones. The Roadshow was organised by Public Health and supported by various partner organisations. This is the second Roadshow which is planned to be an annual event

### **3.14 Actions for 2017**

- Continue to use equality data for future policy/procedure reviews during 2017, 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.
- Monitor workforce profiles at a service level during 2017 to identify the impact of service redesign work linked to the Creating a Brighter Future Programme.

- Continue to publicise apprenticeship opportunities to underrepresented groups, by September 2017.
- Carry out an update of personal details in the Business Management System during 2017/18. This will be supported by staff communications to inform employees about why data is held and how it will be processed to encourage employees to volunteer information, particularly in relation to their equality profile.
- Continue to collate equality data on apprentices to enable a full profile of employed apprentices to be made available following the completion of the 2017 recruitment process in January 2018. A similar exercise will continue for work experience placements to enable a demographic profile for work experience placements to be made available in January 2018
- Monitor completions for equality and diversity refresher training through 3 yearly certifications, providing regular reports to managers to monitor and take action within teams.

## 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.

<b>Cultural Services</b> <ul style="list-style-type: none"><li>• Libraries</li><li>• Community Centres</li><li>• Arts</li><li>• Tourism</li><li>• Events</li><li>• Heritage</li><li>• Museums</li></ul>	<b>Sport and Leisure</b> <ul style="list-style-type: none"><li>• Leisure Centres</li><li>• Contours</li><li>• Outdoor Sports/Activities</li><li>• Sports Development</li><li>• Active North Tyneside – Health and Wellbeing</li><li>• Shiremoor Adventure Playground</li></ul>
<b>Local Environmental Services</b> <ul style="list-style-type: none"><li>• Grounds Maintenance</li><li>• Street Cleansing</li><li>• Pest Control</li><li>• Waste and Recycling Collection</li><li>• Fleet</li><li>• Environmental Enforcement</li><li>• Bereavement Services</li><li>• Parks and Playsites</li><li>• Bio-diversity</li><li>• Beaches</li><li>• Playsite Maintenance</li></ul>	<b>Technical &amp; Regulatory Services</b> <ul style="list-style-type: none"><li>• Technical Partnership Client</li><li>• Safer Community Partnership</li><li>• Emergency Planning</li><li>• Security Services</li><li>• Environmental Sustainability</li><li>• Contract Management<ul style="list-style-type: none"><li>○ Waste Disposal</li><li>○ Recycling</li><li>○ Street Lighting</li></ul></li></ul>

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

[Visit North Tyneside](#)

[Culture](#)

[Libraries](#)

[Community Centres](#)

[Trading Standards](#)

[Sport and Leisure, Allotments, Parks and Play Facilities](#)

[Environmental Issues](#)

[Rubbish and Recycling](#)

[Licensing](#)

[Building Control and Planning](#)

[Roads, Parking and Transport](#)

Our key policies include:

[North Tyneside Local Plan](#)

[Heritage Strategy 2014-2021](#)

[Tourism Strategy 2014-2021](#)

[Statement of Licensing Policy](#)

[Allotments Strategy](#)

[Waste Management Strategy 2013-2030](#)

[Newcastle & North Tyneside Biodiversity Action Plan](#)

[Arts Strategy 2014-2021](#)

[Parks Strategy 2011-2021](#)

[Statement of Licensing Policy \(Gambling\)](#)

[Highways Asset Management Plan](#)

[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 EaseExtra application forms ('Ease' stands for 'Easy Access Service Entitlement' - the cards offer discounts on activities and facilities).

There are 35,715<sup>1</sup> active EaseExtra cardholders; gender, age and ethnicity data has been collected during 2016/17. In February 2017, the EaseExtra application forms were reviewed with the Information Governance Team and it was decided to stop collecting ethnicity data as part of the application process, as having data on this characteristics does not have an impact on delivery of this aspect of the service. Ethnicity data will continue to be collected as part of survey and research work during the year. The new EaseExtra applications were introduced in February 2017. 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%, demonstrating the success of the junior programmes and the junior Easecard discount package.
- 11% are adults aged 60 years and over, compared to 26% of the population.
- 47% of EaseExtra cardholders are male, 53% female, which is consistent with the borough population.
- 96% of EaseExtra cardholders identify as White British, which is comparable with the borough population.

During October 2016 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.

1,150 people responded to the survey and the results show that:

- More females (80.7%) than males (18.9%) responded to the survey, of which 0.4% stated this was not the gender they were assigned at birth. This compares to the borough population split of 51.7% female and 48.3% male.
- The majority of respondents (38%) were aged between 35 – 44 years (compared to a borough average of 13.3%), 25 – 34-year-olds represented 17.8% (compared to a borough average of 12.4%) and 45 – 54 year olds 18% (compared to a borough average of 14.9%).
- 4.6% of respondents were from a BME group.

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<sup>1</sup> 35,715 Ease Extra Cardholders at the end of June 2017

- 9.2% have a disability or long-standing illness that affects their activities. Of these, the highest proportion (43.3%) stated they had a mobility issue, but did not use a wheelchair. 10.3% have carer responsibilities.

#### 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 during July 2016 and March 2017 The Audience Agency carried out research across all Tyne and Wear Archives and Museums facilities, including Segedunum and Stephenson Railway Museum.

There were 328 respondents at Segedunum and 291 at Stephenson. Each location had differing visitor compositions. Segedunum had a high proportion of adult visitors with accompanying adults (35%), compared to Stephenson, where the two highest visitor types were adults with other adults and children (40%) and adults with accompanying children (36%).

Segedunum Roman Fort:

- The gender split between visitors were 52% female and 48% male.
- The most visitors were under the age of 16 (28%). 35-44 year olds represented 16% of all visitors, 14% of visitors were aged 45-54, 12% were 23-34 years old and 12% were aged 55-64.
- 97% of visitors identified as White. 1% identified as Mixed/Multiple Ethnic Group, 1% Asian/Asian and 1% as Other.
- 15% stated that they had a disability or long-term illness which impacted on their activities.
- 1% of visitors stated that they had a disability or health problem which limited their day to day activities a lot and 1% that their day to day activities were limited a little.
- 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.

Stephenson Railway Museum: –

- The gender split between visitors was 52% female and 48% male.
- 39% of visitors were under the age of 16. 20% of visitors (20%) were aged 35-44 years old, 17% of visitors were 25-34. 55-64 year olds represented 7% of all visitors.
- 94% of visitors identified as White. 3% Asian/Asian, 1% identified as Mixed/Multiple Ethnic Group and 1% as Other.
- 2% of visitors stated that they had a disability or health problem which limited their day to day activities a little. Less than 1% stated their day to day activities were limited a lot.

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 2016**, 76.5% at Tynemouth and 24.5% at Spanish City, Whitley Bay. The results show that:

- The gender split of respondents showed there was a higher proportion of female (58%, which is higher than the UK population at 51%)<sup>2</sup> than male visitors (42%), which is in line with previous surveys conducted since 2009.
- The age data collected from respondents are based on respondents 16 years and older. The age range of visitors surveyed over seven years from 2009-2015 is comparable. The majority of visitors surveyed are over 60 years old (36% - much higher than the UK figure of 28.6%)<sup>3</sup> and the lowest proportion of visitors are aged 16-24 years old (5% - the UK average being 14%). 16% of visitors were aged 35-44 (UK figure is 15.9%), 15% of visitors were aged 45-54 years old (the national figure is 17.4%)<sup>4</sup>, 13% 55-59 years old and 16% were 25-34.
- 50% identified as a Christian Denomination which is a notable change to previous surveys, whereby two thirds of respondents would identify as a Christian denomination, but in line with national trends. 48% identified as a identified as having no religion or belief.
- 12% of respondents reported having a person with a registered disability in their party. 97% of respondents identified as from a White background. 98% gave their sexual orientation as heterosexual.

### **Mouth of the Tyne Festival Visitor Survey 2016**

The **Mouth of the Tyne Festival Visitor Survey 2016** took place during the weekend of the festival, Thursday 7<sup>th</sup> and Sunday 10<sup>th</sup> July at Front Street/Priory in Tynemouth and Tynemouth Station. NWA Social & Market Research carried out a visitor survey on behalf of the council. 60% of the questionnaires were completed in Front Street/Priory and 40% at Tynemouth Station. The survey collected information on age, gender and disability status. There were 253 respondents and the results show that:

- 56% of visitors were from the local North Tyneside area, while 36% were from the North East Area. 2% of visitors (15 respondents) were from overseas.
- Two-thirds of visitors were female (67%). However this may be a misrepresentation of the gender split of visitors as only one person in each party was interviewed.
- As with the Annual Visitor Survey, the age data collected from respondents are based on respondents 16 years and older, which means there are no information collected on children visiting North Tyneside. Although, 43% of visitors had children in their party.
- 43% of visitors were aged between 35-54 (22% 35-44 years old and 21% aged 45-54). 23% of visitors were aged between 16-34 years old (8% aged 16-24 and 15% aged 25-34 years old).

<sup>2</sup> 2015 – Mid Year Population Estimate (Census 2011) – based on 16 years and over population

<sup>3</sup> 2015 – Mid Year Population Estimate (Census 2011) – based on 16 years and over population

<sup>4</sup> 2015 – Mid Year Population Estimate (Census 2011) – based on 16 years and over population

- 1 in 10 respondents (10%) 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 60,669 active library users (as of May 2017) -an active library user is defined as a library user with a valid membership.

The age range breakdown is largely comparable to the resident population with two exceptions, the proportion of active library users 5 -12 years (15.2%) is higher than the proportion of 5-12 years living in North Tyneside by more than 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 (21.9%) than in North Tyneside as a whole (27.8%<sup>5</sup>).

The library's record system records if a user is blind, severely disabled, Deaf or hard of hearing, these groups represent 0.6% of active library users - data on other long term health problems or disabilities that limit a person's day to day activities is currently not collected. However, a tender exercise for a library management system is due to take place during 2017/18 and other equality characteristics may be collected in the future.

On an annual 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 large proportion of the services delivered by our Local Environmental Services are universal services delivered to all residents of North Tyneside such as Street Cleansing, Waste and Recycling Collections, Bereavement Services and Winter Maintenance; therefore our customer base reflects the make up of the North Tyneside population. However, we do adapt our services to meet needs appropriately:-

- We provide an assisted bin collection (this means they do not have to bring the bin to, or return it from the kerbside) to residents with mobility problems. We provide this service to approximately 7,000 households in the borough. Residents contact Customers Services who log requests and inform Waste and Recycling Collection Services.
- To help customers who cannot visually identify their bins, we provide recycling bins with an identifying crescent cut from the front of the bin lid to help to differentiate between the containers and enable participation in our recycling service.
- We offer a Helping Hands Garden Care Scheme to our disabled and elderly council tenants.

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<sup>5</sup> 2015 – Mid Year Population Estimate (Census 2011)

- Following a grass cut we ensure pathways around older people's accommodation are swept to avoid potential slipping hazards.
- In severe weather we prioritise snow clearance from roads and paths close to older peoples' accommodation.
- We take into account the needs of different religious groups with our bereavement services and provide a multi-cultural service to meet those needs.
- We will continue to be part of The National Key Scheme (NKS) which offers disabled people independent access to locked public toilets around the country through the 'Radar' key initiative.

#### 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 sex, age, disability, sexual orientation, ethnic background, religious beliefs and marital status. 52 people took part in the survey and the results show:

- 59% of all applicants are aged 65 or over, which is to be expected given the nature of the service. 13% are aged under 55 years. Linked to this 27% preferred not to state their sexual orientation and a high proportion (54%) identify as Christian.
- 82% of applicants are White British and 8% White Irish.
- 86% considered themselves to have a disability, which is to be expected given the nature of the service. Individuals stated they had more than one impairment, the majority having mobility issues.

#### 4.3 Satisfaction

Data on overall satisfaction with services was also collected through the 2016 Annual Visitor Survey, 2016 Mouth of the Tyne Festival Survey, the Stephenson Railway Museum and Segedunum Roman Fort Surveys, and the Sport and Leisure Indoor Facilities Customer Survey, but none of these highlighted issues for people with particular equality characteristics.

Likewise, although consultations were completed on the Library Strategy 2016-2, the North Tyneside Local Plan and The Statement of Licensing Policy (Sex Establishments), none of the consultations identified issues relevant to people with particular equality characteristics.

All residents supported to apply for a **Disabled Facilities Grant** were either satisfied or very satisfied with the service they received.

#### 4.4 Equality Impact Assessments (EIAs) carried out or reviewed during 2016/17

- Business Case 2017 - EHL How we are managed
- Business Case 2017 - Deliver Cultural Offer
- BC2017 Developing Community Hubs
- BC2017 Delivering our Transport Strategy
- Arts Development Strategy 2014-21
- Heritage Strategy 2018-21
- Library Strategy 2016-21
- Tourism Strategy 2014-21
- Active North Tyneside
- Household Waste Recycling Centre Permit Scheme
- Public Protection Licensing Policy (Sex Establishments)
- Parks, Allotments and Playsites – Function Level EIA
- Bereavement Services - Function Level EIA
- Street Environment - Function Level EIA
- Refuse Collections - Function Level EIA

#### 4.5 Actions during 2016/17

Actions identified in 2016/17 Annual Review	Progress
Dementia Friends Training to be completed by all frontline staff.	<p><b>In progress:</b> Sport and Leisure: 99 staff have completed Dementia Friends Training, while the swimming teacher team have completed a course for Dementia Friendly swimming instruction.</p> <p>30 staff across Libraries and Community Centres have completed the Dementia Friends Training.</p>
EIA training to be undertaken by key staff across Environment, Housing and Leisure.	<b>Complete:</b> Two sessions carried out with key staff.
A full review of all equality impact assessments and a gap analysis will be undertaken.	<b>Complete:</b> Meetings held with Senior Managers across EHL to establish process. Register of active EIAs developed.
Quarterly performance reporting will be undertaken on equality and diversity data, forward planning and equality issues.	<p><b>In progress:</b> Quarterly performance reporting carried out using new template. Further work to be undertaken to fully embed during 2017/18.</p> <p>Percentage of EIAs completed reported on SLT Scorecard. Need to set up mechanism</p>

	to collect percentage of actions identified through EIAs completed.
Survey methodology and sample sizes will be reviewed with Tyne & Wear Archives and Museums.	<b>Complete:</b> Annual visitor surveys to Segedunum and Stephenson carried out by the Audience Agency with new survey methodology and representative sample size.
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.	<b>In progress:</b> Reports produced and delivered to each library. The content of the reports were discussed with library staff and an Outreach and Event’s Information Officer who led on sharing the customer profile information.
Sport and Leisure facilities activity programmes will be reviewed to see if dementia friendly activities can be incorporated into them.	<b>Complete:</b> Programme review identified an opportunity to deliver ‘Games for The Brain’ sessions, in partnership with the Alzheimer’s Society. These have been taking place at Tynemouth Pool, however, recent problems with staffing from the Alzheimer’s Society have put these on hold. Possibly explore delivering these sessions in house but this would depend on funding being identified as the sport and leisure team would need to pay to staff the activities. Will explore as an Active North Tyneside project post May 17.
The feasibility of mainstreaming aspects of the disability sports programme within the sport and leisure programme will be explored.	<b>Complete:</b> Since the Inclusive North Tyneside Initiative ended, activities have been mainstreamed into leisure centre programmes and are self funding as people pay for the activities. These include, swimming, archery, trampolining and rebound therapy. Other activities have also been added to programmes under Active North Tyneside including for example, Walking Football. Although not a specific disability sport, these activities lend themselves to attracting older individuals with less mobility. There has been engagement with Learning Disabilities North East around how accessible some of our free weight management programmes are. LDNE has suggested identifying some of their clients to attend as ‘test cases’- we are awaiting feedback from LDNE.

Further improvements during 2016/17 include:

**Inclusive Minds Charter** – Libraries have signed up to the Inclusive Minds Charter, which is about making a commitment to buy, display and promote books where children can find a true representation of themselves regardless of race, disability, religion, gender identity etc.

**Adults Mobile Library Bus** - the mobile library is an outreach service which takes services to residents who may otherwise not have access to library services due to mobility problems. The mobile library carries a collection of audio books to cater for people with visual impairments and literature to appeal to people of all cultural backgrounds

**Hosting meetings and activities in Customer First Centres and Community Centres** – including for Action on Hearing Loss, the Alzheimer’s Society and Age UK’s Winter Health Event and monthly Memory Cafe for people with dementia and their carers.

**Celebrated Equality Calendar Events** – at Libraries and Community Centres with events, book displays for LGBT Week, Black History Month, Age Takes Centre Stage and World Mental Health Day

**New Changing Places Facility** – installed at Wallsend Customer First Centre to improve opportunities for people with disabilities to use Wallsend Customer First Centre and the town centre.

**Supporting students with additional needs** - links developed with local schools including students with additional needs from Longbenton Community College Melrose Centre and Percy Hedley School.

**Work Experience Placements** -providing opportunities for work experience placements for students with learning difficulties and additional needs.

#### **4.6 Issues**

**EIA Action Monitoring** – monitoring of actions identified through EIAs has not taken place during 2016/17. There is no mechanism for monitoring actions as there isn’t a dedicated EIA system, however an extensive exercise to review all EIAs and bring them up to date was carried out in year. A system to monitor actions will be established during 2017/18.

#### **4.8 Actions for 2017/18**

- A mechanism to collect data on the percentage of actions identified through EIAs that have been completed on time will be established and the findings report to SLT every quarter.
- Quarterly performance reporting will be undertaken on equality and diversity data, forward planning and equality issues.
- Customer satisfaction surveys for Sport and Leisure users will be developed with new methodology and representative sample sizes.

- As part of the Library Management System review, the capacity to collect further equality characteristics about library customers will be explored.
- Explore the feasibility of delivering 'Games for the Brain' sessions as an Active North Tyneside Project.
- Test the accessibility of our free weight management programmes for people with learning disabilities in partnership with Learning Disability North East.

## 5. Housing

### 5.1 Introduction

Housing manages 14,454 council homes for rent and 760 homes owned by leaseholders across the borough.

In 2016/17, we collected over £69 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 by 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 recognised six equality and diversity strands (sex, 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:

<b>Our tenants</b>	<b>North Tyneside Residents</b>
65% are Female	51.7% are Female
30.4% aged over 65	23.2% aged over 65 <sup>6</sup>
3.8% aged under 25	11.% aged 16-24
31.9% describe themselves as having a disability	20.6% identified themselves as having a long term health problem or disability <sup>7</sup>
96.6% describe themselves as White British	95.1% describe themselves as White British <sup>8</sup>
1.3% have told us that they are lesbian, gay or bisexual	Estimated 1.6% <sup>9</sup>

### 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 (sex, 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 2016/17, the number of complaints received by Housing and Kier North Tyneside (who deliver repairs and maintenance and improvement work to council tenants on behalf of the council), increased by 22.5% from 338 complaints in 2015/16 to 414 complaints during 2016/17. 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 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.

<sup>6</sup> 2014 mid year population estimates (% of over 18s)

<sup>7</sup> 2011 Census

<sup>8</sup> 2011 Census

<sup>9</sup> 2014 ONS' Integrated Household Survey

## 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, Operational Partnership Boards, Service Development Groups, Volunteer Victim Support Group, Readers Panel, focus groups and an Engagement Database of 768 residents (including 160 tenants) who would like to be further involved in improving council services.

During 2016/17, we met more than 2,115 tenants at our events and meetings.

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.

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.

## 5.5 Equality Impact Assessments

The following Equality Impact Assessments (EIAs) were completed in 2016/17:

- Crossgates Local Lettings Plan
- BC2017 - How we are managed
- Pressures and Growth (HRA1) Business Case
- Housing Strategy 2016 - 2021
- Anti Social Behaviour

An EIA on our Homelessness Prevention Strategy Review has begun development.

## 5.6 Improvements during 2016/17

<b>Actions identified in 2016/17 Annual Review</b>	<b>Progress</b>
EIA training to be undertaken by key staff across Environment, Housing and Leisure.	Complete – 2 sessions carried out with key staff.
A full review of all equality impact assessments and a gap analysis will be undertaken.	Meetings held with Senior Managers across EHL to establish process. Register of active EIAs developed.
Continue to develop new homes and improve existing homes to meet the	This year it projected that a further 347 new affordable homes will be delivered against

<p>established housing need.</p>	<p>the 3,000 target in the Affordable Homes Programme.</p> <p>In partnership with Kier North Tyneside, North Tyneside Council are investing in improvements to our existing housing stock. Between April 2016 and December 2016 the following works were completed:</p> <ul style="list-style-type: none"> <li>• 348 kitchen and bathrooms updated</li> <li>• 639 heating upgrades</li> <li>• 1,050 boundary improvements</li> <li>• 1,616 externals decorated</li> <li>• 328 roofs replaced</li> <li>• 203 external brickwork repairs</li> </ul> <p>81 non-traditional homes insulation/structural works completed</p>
<p>Work with partners to deliver a range of Specialist Housing options in the Borough by December 2016</p>	<p>North Tyneside Council were successful in a bid for funding from the Department of Health to improve its specialist housing offer. This project will include the refurbishment/conversion of existing housing stock for use by people with a learning disability. Additional assistive technology will also be installed to ensure that tenants can continue live healthy and independent lives.</p> <p>North Tyneside Council continue to work with Registered Providers and partners to identify opportunities and support the development of new specialist housing options in the Borough. In 2016/17 this has led to the development of a 37 new homes to support a range of vulnerable people including older people, people with a dementia and people with a learning disability.</p>
<p>Continue to monitor the impact Welfare Reform is having on tenants, including those with protected characteristics (ongoing).</p>	<p>We continue to monitor the impact of the various welfare reforms, and the changes resulting from the Housing and Planning Act. There continues to be a more acute adverse impact on younger tenants and those with long term limiting illnesses. The Authority are continuously working with partners including the Department for Work and Pension, Citizens Advice Bureau and other community and voluntary sector partners to mitigate these impacts and to</p>

	target support to those affected.
Embed the tenancy sustainment approach into our new neighbourhood working model.	<p>The restructure of Housing Operations in April 2016 resulted in the Tenancy Team being brought together with the Housing Neighbourhood Team and the Income Team. This new service ensures closer working and collaboration across teams to deliver services to promote sustainability. Since April 2016 the percentage of tenancies being sustained has markedly increased.</p> <p>Prior to welfare reform changes coming in, during 2012/13 the failure rate within the first 12 months of a tenancy was 5.2%. This increased during 2013/14 to 7.1%. The tenancy failure rate remained between 7% and 8% until a year following the introduction of the new Neighbourhood structure in April 2016 whereby the tenancy failure rate reduced month on month from 7.5% in April 2016 to 3.7% in January 2017.</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.

## 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 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 2017/18**

- 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
- Continue to monitor the impact Welfare Reform is having on tenants, including those with protected characteristics (ongoing).

## 6. Adult Social Care

### 6.1 Introduction

Adult Social Care is responsible for assessing and arranging to meet the eligible social care needs (as defined in the Care Act 2014) of adults and their carers aged over 18 in North Tyneside. The service includes:

- Promoting wellbeing when carrying out any care and support functions in respect of a person as set out in the Care Act 2014
- Arranging support for young people who are transitioning from children's services to adult social care
- 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 assessments; Wellbeing assessments for individuals and their carers (as defined by the Care Act), Mental Health Act 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. This is available 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 carrying out Section 47 Safeguarding Enquiries (under The Care Act) into cases of suspected abuse including assessments under the Deprivation of Liberty Safeguards.

The service has also developed and offers 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.

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. In relation to this we have developed a web portal which can provide bespoke advice and information and will include calculators to identify if an individual is likely to be eligible for social care funding and how much they are likely to have to pay towards their care. This is due to be rolled out to the public across the summer of 2017. It will be the "go to" tool for all council employees and partner agencies wanting information about locally available services and will improve the consistency of advice and information across the service.

In addition the service has significantly changed how it delivers its services. Those who require long term support will have this provided via teams based in their locality and will remain supported by that team for as long as they need a support service. This is a significant improvement in consistency and continuity. The service applies an asset based assessment approach, meaning that staff work with customers to identify and build on their personal and relationship strengths to meet their needs. In addition the Front Door, which will now only work with new customers, will focus on shorter term intensive interventions that keep people, where possible, from needing long term support.

The following issues are current priorities:

- Improving the advice and information available to provide full details of local care and support services, ensuring that this information is accessible to everyone.
- Introduction of a new, accessible and interactive website.
- The creation of new locality teams for people requiring longer term support
- Embed the values and learning from Care and Connect (a community navigation service to provide people with face-to-face information about local services that promote their health and wellbeing) into front line practice. Also to make it everybody's business to identify gaps in universal services, so development can be targeted.
- Reconfigure services that we provide and commission, to always have a focus on recovery or reducing, or delaying needs for formal support.
- Continue to ensure that 75% of issues are resolved at the first point of contact.
- Development of a multi agency safeguarding hub to strengthen information sharing and to take an integrated approach to risk assessment and support.

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 2016, 1914 people contacted the Local Welfare Provision service seeking financial support. This is a slight increase on the number of applicants in 2015.

The service provides advice, information and signposting to all those who make contact and provides immediate practical assistance to people who demonstrate a level of vulnerability. This support includes helping people to have sanctions against benefit payment overturned. The service has had some success in ensuring the immediate payment of benefits for some customers, with an annual amount of over £100,000 secured for people in the Borough.

Our most recent information suggests that 2.4% of customers approach us because they are in financial difficulty due to benefits being sanctioned. This is a reduction from last year. 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 also aims to achieve this.

We have worked with local businesses to develop a network of 155 Safe Places in North Tyneside. These are public areas such as shops where staff have undertaken training to confidently communicate with a vulnerable person, such as someone with a learning disability or dementia. These areas display a logo to alert a vulnerable person and therefore anyone who is experiencing a difficulty or concern due to their vulnerability can go into that premises and be supported.

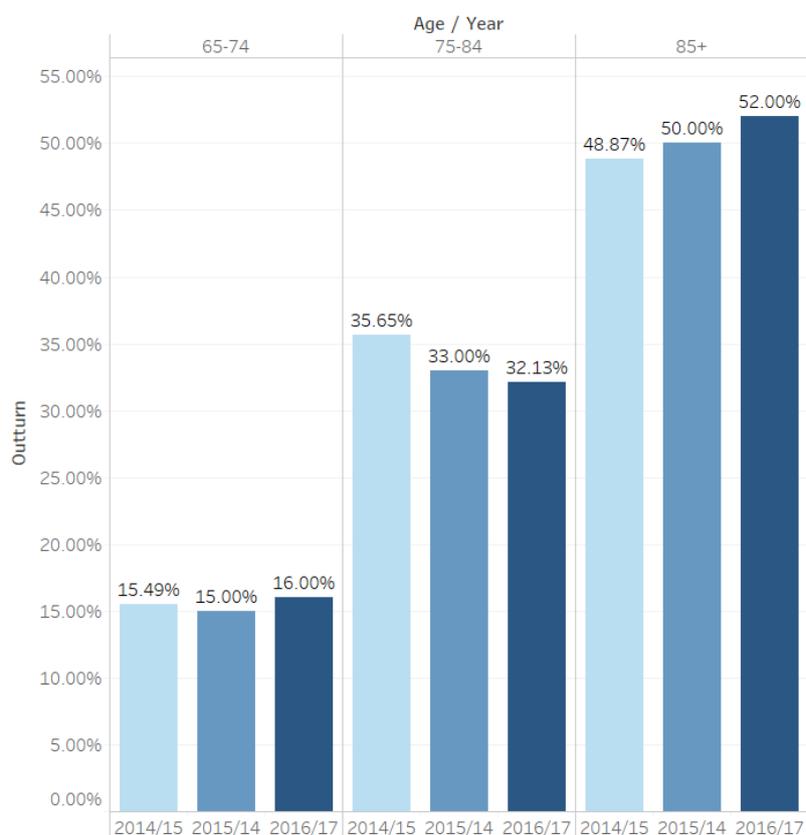
## **6.2 What we know about our customers**

We know that the greatest number of service users, 68%, are over 65 years of age and in this age group 68% of clients are female. In comparison to previous years there continues to be an increase in service users aged 18-64, 31% of service users are aged 18-64, an increase from 29% in 2015/16.

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 and elderly females.

The graph below 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. Population projections for North Tyneside to 2030 project an increase of 77% in males aged 80-84year from 2014 and a 48% increase in females, within the same age group

## Age Profile of Adult Social Care Customers (2014-2017).



There is a projected 25% increase in North Tyneside population for clients aged 65 and over by 2025.

## North Tyneside Population Projections to 2030

	2015	2020	2025	2030
People aged 65-69	2%	-3%	7%	19%
People aged 70-74	4%	39%	33%	48%
People aged 75-79	1%	5%	44%	38%
People aged 80-84	0	7%	14%	57%
People aged 85-89	3%	12%	27%	39%
People aged 90 and over	0	28%	56%	94%
<b>Total population 65 and over</b>	<b>2%</b>	<b>12%</b>	<b>25%</b>	<b>40%</b>

Data source Poppi; Figures are taken from Office for National Statistics (ONS) subnational population projections by persons, males and females, by single year of age. The latest subnational population projections available for England, published 29 May 2014, are full 2012-based and project forward the population from 2012 to 2037.

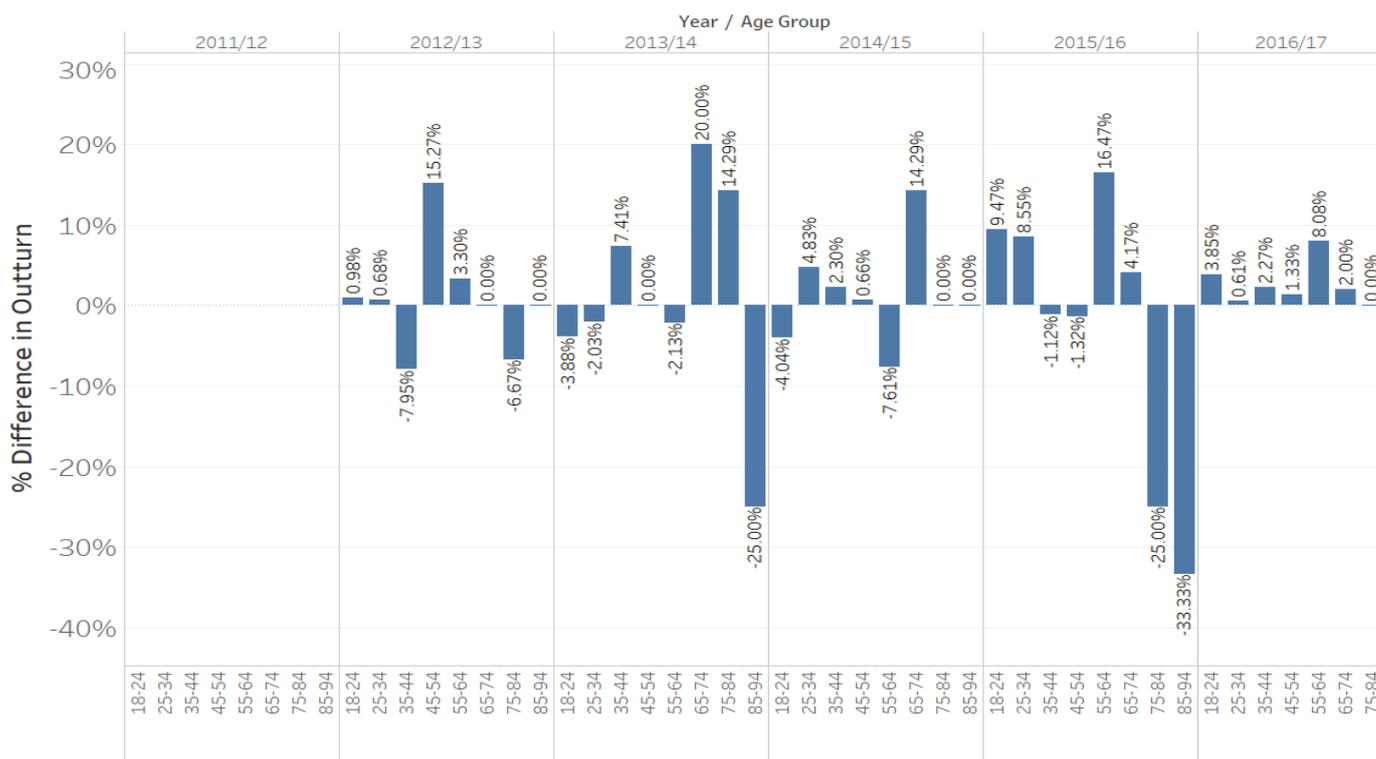
0.8% of the North Tyneside population of people over 65 years of age are from a black and minority ethnic (BME) background. Similarly, 1.4% of our customer base aged 65 years and over is from a BME background (this includes white, non British). This supports the notion that people from BME backgrounds are able to access social care services without barriers.

## Ethnic background of North Tyneside Population aged over 65 years

Ethnicity	Year						
	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Asian	0.24%	0.24%	0.26%	0.26%	0.34%	0.32%	0.33%
BME	1.40%	1.40%	1.50%	1.60%	1.40%	1.45%	0.18%
Chinese	0.16%	0.20%	0.22%	0.20%	0.18%	0.11%	0.06%
White non British	0.60%	0.60%	0.70%	0.90%	0.50%	0.85%	0.83%

People with a learning disability are living longer and are experiencing the frailties and illnesses that accompany the ageing process. The graph below shows the comparison in service users with Learning Disability to the previous year. 2016/17 shows a continued increase in clients aged 18-64 and also an increase in clients aged 55-64, overall 53% of service users with Learning Disability are aged 54 years and under. No Learning Disability clients aged 85+ years were receiving services in 2016/17.

## Service users with a learning disability by age group 2012-2017



Recent estimates suggest that by 2030 the number of adults aged over 70 years using services for people with a learning disability is likely to have doubled (Emerson and Hatton 2008). 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 680 or so people with a learning disability, meaning that there is a larger population that are living in the community without formal support.

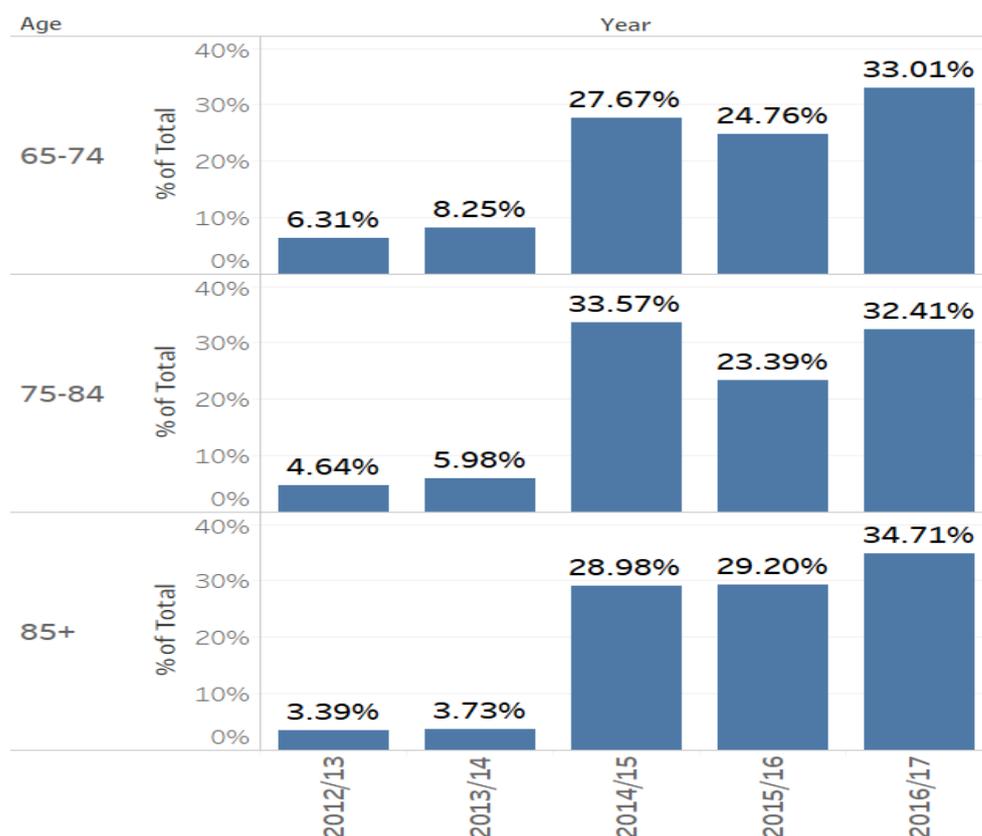
## Dementia, memory and cognition support needs:

Another area of growth in demand that the service needs to consider 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. 2016/17 shows an increase in clients aged 85 years and over with dementia and a significant increase in those aged 65-74 years.

The graph splits them by age group, an increase in clients aged 85 years and over with dementia or memory and cognition support needs is evidenced. Population projections estimate 30% of females in North Tyneside aged 95+ to have dementia by 2030, with 27.9% of males.

### Clients supported by the Authority with dementia or memory and cognition support needs – 2012-2017



The total number of people with dementia or memory and cognition support needs receiving services has increased over the period with the biggest increase found in people aged 85 years and over. 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 2016

- Extra care
- Home care model
- Shared Lives
- Intermediate Care and rehabilitation model
- Workforce restructure
- Direct Payment rate review
- New service delivery model

### 6.4 Improvements during 2015/16

Actions identified in 2015 Annual Review	Progress
Continued resourcing and support to the Learning Disability Care Forum.	<b>Complete:</b> this support continues
Commence work on an inclusive communities project via Care and Connect.	<p>14 new groups have been developed – some of these just needed help to connect with others, secure a venue and some resources, however other groups have had to grow slowly and develop over time with dedicated input from a navigator. All have provided the opportunity for people to develop their friendships and networks and some have also become peer support groups.</p> <p>8 existing groups have flourished through the navigators – e.g. Shiremoor library knit and natter had 4 regular members and now has up to 20 people regularly getting together. Through developing the existing groups we have helped them to be more sustainable and the new members have developed their networks and made new friendships.</p> <p>26 other events were developed or held in collaboration with others in the community, and by recruiting local volunteers and connecting people together, these included:</p> <p>2 Big Lunches; an event at Whitley Bay High School; 2 North Tyneside Living, Pie and Peas supper; a Valentines tea; 2 Fun Days/Fairs; 8 Good Friday fish n chip lunches; 8 Make Christmas Special events; 2 whole community planning events.</p> <p>We have referred people into existing groups and lunch clubs and have an excellent working relationship with the people who run these. We know that all lunch club places are filled and have supported the Salvation</p>

	<p>Army to develop their lunch club which now has 18 regular attendees and are working with others, e.g., The Vine Cafe to develop their offer.</p> <p>The shopping project which we developed with VODA is now at capacity, therefore we are looking to duplicate this at another venue on another day.</p> <p>The befriending which Age UK deliver through a contract with the Council is also regularly at full capacity, however, they have indicated that if they could recruit more volunteers they could increase capacity – we will work with them on this.</p>
Develop and implement an action plan to ensure that the risk of preventable deaths in care settings are minimised	<b>Complete</b> as part of quality monitoring visits carried out into care homes by Local Authority and Clinical Commissioning Group Commissioners
Continued development of website to strengthen advice and information and to allow people to understand availability and access to universal services.	<b>Complete:</b> Work completed to develop the web portal. Currently in testing read for public roll out across Summer 2017
Analyse the impact of outcome focussed safeguarding processes and consider how this is further rolled out.	<b>Ongoing:</b> This work needs to continue across 2017
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.	<b>Ongoing:</b> The team is now co-located and work continues with parent carers to develop the ethos and working practices
Implement the Accessible Information Standards.	<b>Complete</b>
Undertake case management for people who are eligible for NHS funding for their support to ensure that this support is proportionate and appropriate.	<b>Ongoing:</b> This work will continue and has been embedded into the new service delivery model
Re-design the Carers Pathway; delegate partial responsibility for Carers Assessments to the North Tyneside Carers Centre; and improve	<b>Complete:</b>

identification and assessment of young carers.	
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Our assessment approach has been modified with staff encouraging individuals to identify their strengths and assets and using these as a building block to meet need. There is a much stronger focus on helping people to access universal services wherever this makes sense.

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](http://www.northtyneside.gov.uk/mycare). A refreshed more interactive version will be launched in July 2017-05-18.

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 Front Door 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.

We continue to support the Learning Disability Care Forum, bringing together carers, parents and social care providers. This forum meets in public every two months.

The service continues 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.

We have also piloted a person centred, outcome focussed, way of managing safeguarding meetings and processes, ensuring that the individual is more fully involved. This approach is currently being analysed to identify the impact of this way of working and to understand better the types of outcomes that are important to people. This is work

that requires a further focus and will be embedded into mainstream practice across this year.

## **Customer Satisfaction**

The latest Adult Social Care Survey (ASCS) highlights that

- Social care related quality of life has improved slightly since 2014/15.
- More service users feel safe and secure, which is an improvement of 5.9 % points since 2013/14.
- The percentage of service users who find it easy to find information about services is up by 5.5 percentage points since 2014/15. This is also an improvement on 2013/14
- The percentage of service users who say that services have made them feel safe and secure has improved by 2.9 percentage points since last year, a 5.9 percentage point improvement since 2013/14.

## **Engagement / Consultation**

The engagement and consultation work detailed below is undertaken in addition to the individual assessment and support activity which takes place across Adult Social Care in North Tyneside each day of the year.

### **a) Advice and Information**

The Care Act (2014) places a duty on Local Authorities to provide Advice and Information to people within its area. To help us assess how well this requirement is being met we have partnered with the Community and Health Care Forum who undertake a monthly, independent survey of the advice and information given by teams based within Adult Social Care. This survey started in April 2016 and findings so far indicate that:

- 97% of clients were quite satisfied or very satisfied with the information or advice they were given.
- 22% of clients said that they had access to the internet at home.
- 56% of clients advised that they knew where to look for information or advice in future, with 53% stating a council service such as the council website (including My Care), the Care and Connect service, or their social worker.

### **b) Care and Connect**

Care and Connect collate customer feedback through comments cards which ask the following questions:

- How did we help?
- How would you rate your experience?
- What are you able to do differently since working with Care & Connect?
- Since working with C&C would you say any of these statements apply to you?

- I get the right amount of support;
- I am happy and independent;
- I do not feel lonely.

In **all** responses people rated Care & Connect as 'good' and **most** thought they received the right amount of support and that they are happy and independent.

Some of the other comments noted include:

- *Everyone is kind and friendly*
- *They have totally turned frightening negatives into positives*
- *You saved my life*
- *Angels and Stars*
- *Changed my mam's life*
- *Loving the socialising – all down to Care & Connect staff.*
- *Loved the fish and chip day and the games were fab!!*
- *Make Christmas Special – overwhelmingly scored 10/10 from 98% of the respondents*

## 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 Making Every Adult Matter (MEAM) approach 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" This is being strengthened across both children's and adult's services as we develop a multi agency safeguarding hub.
- Continue to understand the impact of the changes that the Care Act brings over the next four years, taking account of any emerging case law.
- 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. Work has been undertaken to automate some of what is an administratively onerous task to allow staff to concentrate on quality assessments.
- 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.

- Continue to monitor 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.
- Ensure that hospital admission is avoided where possible and where hospital admission is necessary, discharge is facilitated and the number of occupied bed days is reduced.

## **6.6 Actions for 2017**

- Continued resourcing and support to the Learning Disability Care Forum.
- Work with the community and voluntary sector to rationalise and invest in social prescribing, befriending and schemes that provide household lower level support that promote the independence and security of people with a protected characteristic.
- Introduce a new adult social care electronic records system to improve access to information.
- Establish a multi agency safeguarding hub.
- Roll out and embedding of website to strengthen advice and information and to allow people to understand the availability and access to universal services and to self serve in relation to meeting their needs.
- Analyse the impact of outcome focussed safeguarding processes and consider how this is further rolled out.
- Continue to develop a Whole Life Disability Service to meet changes within Children and Family Legislation and Care Act requirements of Transition. Continue to co-produce the model for North Tyneside with partners including service users and carers/families.
- Work with health partners to develop responsive discharge from hospital pathways that assess people in their own homes, which is a better environment to determine longer term need. Ensure that a multidisciplinary rehabilitation programme is available to maximise independence.

## 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
- Special Educational Needs and Disability
- Employability and Skills provision for young people and adults
- Children's Centre offer
- Alternative Education Programme
- Careers Education and Information, Advice and Guidance for young people, including those with special educational needs and disabilities
- The Skills, Employability and Inclusion contribution to the North East Combined Authority
- Youth Offending
- Youth Work
- Prevention Early Help, 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 Board
- North Tyneside Local Safeguarding Children Board
- Children's Services Transformation Board
- Locality Teams
- SEND Strategic Board
- Children and Young People's Mental Health and Emotional Wellbeing Strategic Group

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

- Residential children homes have achieved Improved Ofsted ratings, Sycamore children's home is currently rated as good with improved effectiveness. Riverdale children's home is adequate with improved effectiveness.
- The number of looked after children has reduced slightly
- 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 2.4%, the lowest in the North East. We have also increased the participation rate of 16-18 year olds to 93%.
- 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 an increasing music and sports offer to disabled young people and this includes being 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.
- 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 adopting the Signs of Safety model which promotes a strengths based approach to working with families; finding resources within naturally connected networks.

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 for Special Educational Needs and Disabilities is another example of joint work with parents and carers. The Authority has engaged with the Parent Carer Forum, to work collaboratively and strengthen the Local Offer. 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

In the January 2017 school census 48.7% of pupils in North Tyneside schools are female and 51.3% are male. Ethnicity information is provided for 99.5% of the school population, and of those with a given ethnicity 91.8% are White British. The remaining 8.2% is made up of:

- 29.1% mixed ethnicity;
- 27.6% Asian;
- 22.7% White (Other than White British/English);
- 8.5% Black;
- 6.3% Chinese; and
- 5.8% other ethnicity.

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.

As at 31 March 2017, the **looked after population** comprises:

- 57% males, 43% females
- 94% White British
- 63% are aged 10 or above

In terms of general population the latest available population estimate shows

- a demographic split of 48.3% male and 51.7% female .
- 2.9% of the population aged 16+ are from a Black or Minority Ethnic (BME) group.
- 21.7% of the population aged 16-64 years were identified as core or work limiting disabled as defined by the Equalities Act.

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 2015-16 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 in 2015-16** are:

- Male 41%, female 59%
- 28% have learning difficulties or disabilities
- 4% 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 95% of learners surveyed indicated that their experience was excellent.

### **7.4 Equality Impact Assessments (EIAs)**

The following EIAs were completed in 2016/17:

- Integrated 0-19 Services
- Childcare Review 2015
- Staff restructure December 2015
- Employment and Skills Restructure 2016-17

## 7.5 Improvements during 2016-17

Actions identified in 2016 Annual Review	Progress
Increase 16-18 year old traineeships and apprenticeships.	<p>The numbers have increased over all age groups, but are particularly pronounced in the numbers of apprenticeships being filled by over 25 year olds. The increases are also across all levels of Apprenticeships with an increasing focus on the advanced and higher level apprenticeships as a career progression route. Apprenticeship starts in North Tyneside have increased since 2013-14 and are now some 2,600 in 2016/17; this is a doubling of the numbers of apprenticeship starts since 2008/09. Participation in Education, Employment and Training (EET) of 16-18 year olds is higher than the national average in North Tyneside – 93%.</p>
Prioritise vulnerable people into learning training and employment.	<p>The North Tyneside Adult Learning Alliance provides entry level employability and skills provision to progress residents to further learning, employment and apprenticeships. In 2015/16 5,400 learners enrolled on programmes in North Tyneside at 56 venues across the Borough.</p> <p>A course by course review was completed in 2016 to establish what the learning offer should be in terms of tackling deprivation and how it contributes directly to the Authority's priorities for Creating a Brighter Future. A focus upon employability skills, in particular English, Maths and ICT, are now a priority.</p> <p>We have a range of employability projects, delivered by the Authority and its wider partners through the Community Voluntary Sector, to prepare and support residents into employment, including European Social Fund projects.</p>
Review careers information, advice and guidance offer.	<p>A full cost recovery model for the Connexions Universal service offer to schools has been created. which schools have confirmed their readiness to support. The new funding model began on 1<sup>st</sup> April 2017.</p>
Develop approaches to enable more children to live safely at home.	<p>Ongoing – work has been undertaken to support those children who are at risk of coming into care services. Signs of Safety has been selected as a practice model and staff have been trained in its use, ensuring that the wider family networks assist in keeping children safe at home</p>

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.	Complete
Develop and embed locality based integrated teams which focus on a whole family approach.	Complete
Ensure equality and diversity information collection is incorporated into new service development.	Complete
Reduce the number of children becoming looked after.	Ongoing – but progress is being made
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.	Complete
Recruit and train more specialist foster carers who can support children and young people with complex needs	Ongoing
Improve the proportion of children and young people attending a good or better school or childcare setting.	All but one childcare setting is now good or better. 94.1% of pupils attend good or better schools.
Improve the educational attainment of disadvantaged children and young people.	Ongoing
Increase the progress pupils make in mathematics at key stage 2.	Rates of progress increased and the percentage of pupils achieving the expected standard is now above national average.
Increase 16-18 year old traineeships and apprenticeships. Prioritise vulnerable people into learning training and employment. Review careers information, advice and guidance offer.	Ongoing

<p>Improve integrated work with the North Tyneside Clinical Commissioning Group.</p> <p>Increase the number of people using a personal budget to meet their support needs.</p>	<p>A refreshed joint commissioning strategy is being prepared with the Clinical Commissioning Group. This will set the direction for greater integration of services to meet need and will seek to encourage individual choice and take-up of personal budgets.</p>
<p>Develop and co-produce the whole life disability model and pathway.</p>	<p>Ongoing – work continues with parent carers to develop the model. The whole life disability teams are now co-located.</p>
<p>Develop an educational psychology model to maximise inclusion.</p>	<p>Ongoing</p>
<p>Work with Safe Families for Children and NSPCC Thriving families to provide direct work with vulnerable families and to reduce risk and children and young people becoming looked after.</p>	<p>Ongoing</p>
<p>Review the Council's Strategic Investment &amp; 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).</p>	<p>Ongoing</p>

## 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 where schools and training providers have tackled this challenge successfully. The introduction of the pupil premium has provided schools with additional resources to reduce differences between more disadvantaged pupils and their peers. We will support schools to reduce differences in the achievement gap.

During 2017 we will continue to maximise the external grant opportunities at a regional level, including access to European funding, to increase participation and inclusion and raise the skill levels of the most vulnerable residents.

## **7.7 Actions for 2017**

- Deliver the Employment and Skills Strategy.
- Continue to focus on priority groups and ensure high outcomes across all adult learning courses.
- Complete premises review of adult learning and implement outcomes.
- Increase take-up of Apprenticeships.
- Secure at least a Good outcome at Adult Learning inspection.
- Secure pathways Post-16 into employment and training for SEND/LAC.
- Strengthen partnership working for children and young people with SEND including collaborative working with the new Parent Carer Forum.
- Integrate Health Visiting and School Nursing into Locality teams.
- Undertake a Peer Review of Youth Offending Team in relation to integrated working and enhanced case management.
- Undertake Early Help service transformation audit and establish the troubled family approach at the heart of Children's Service.
- Work with North Tyneside homes to develop in borough bespoke supported accommodation for young people.
- Develop an all age multi agency safeguarding hub to strengthen risk assessment and decision making at an early point of contact.

## 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 mandated<sup>10</sup> 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

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<sup>10</sup> 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 (82 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, (62 years for women and 61 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 2016 Residents' Survey found that 69 % of local residents report that their health is very good or 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.

15% of residents claim never to consume alcohol. 61% of men and 21% of women drink over the recommended maximum limit. The proportion of residents reporting that they smoke was 9% this is considered to be a gross underestimate given the national estimate of prevalence for North Tyneside of 18%. 41% undertake the recommended level of physical activity each week.

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

<b>Status</b>	<b>Good Health %</b>	<b>Have an illness or disability %</b>	<b>Positive wellbeing index score %</b>
All	69	25	25
<b>Sex</b>			
Male	71	24	25.0
Female	67	26	25.8
<b>Age</b>			
18-34 years	90	9	26.1
35-44 years	82	11	24.6
45-64 years	73	17	24.3
55-64 years	60	29	25.4
65 years and over	46	52	26.0
<b>Working status</b>			
Working	81	11	25.5
Retired	48	50	26.4
Workless	40	54	20.8
Homemaker/other	68	30	25.0
<b>Tenure</b>			
Home owner	75	20	25.7
Social tenant	35	56	23.3
Private tenant	67	23	25.2
<b>Household composition</b>			
Any children	85	8	24.8
No children	61	34	25.7
Single person household	50	48	24.6

*Residents survey 2016*

### 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 the providers and are part of quarterly contract 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 formal complaints were logged during 2016.

### 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 in 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 and YMCA.

### 8.5 Improvements during 2016

Actions identified in 2015 Annual Review	Progress in 2016
<p>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:</p> <ul style="list-style-type: none"><li>• The development of the Children and Young People's Mental Health and Emotional Wellbeing Strategy 2016-21</li><li>• The procurement of Public Health 0-19 Services including consultation through surveys and an event with Headteachers, parents, and GPs.</li></ul>	<p>Children and Young People's Mental Health and Emotional Wellbeing Strategy 2016-21 is now in place and an action plan has been developed.</p> <p>As part of the work to re commission the Public Health 0-19 Services and bring the service in house into the Council consultation has taken place through on line surveys with Head teachers, parents, and GPs. In addition face to face consultation events were held.</p>

	<p>We worked closely with a group of young people in North Tyneside in a joint venture between the University of Northumbria and school nurses to promote healthy eating in young people via the development of a video and an app were developed.</p> <p>We also conducted needs assessments of:</p> <ul style="list-style-type: none"> <li>• Young offenders</li> <li>• children and young people in the Wallsend Locality as part of the work around the Wallsend Children's Community.</li> </ul>
Ensure an Equality Impact Assessment is completed for the procurement of Public Health 0-19 Services.	The Equality Impact Assessment was complemented as part of the proposal and then decision to bring the 0-19 Children's Public Health service in house as part of the integrated 0-19 locality teams. An Equality Impact Assessment had also been completed for the development of the Council's 0-19 locality teams. As a result the EIAs were merged into one comprehensive EIA.
Re-commission the Stop Smoking in Pregnancy Pathway ("BabyClear") through the 0-19 Children's Procurement.	This has not been possible due to reduced staffing levels in the 0-19 Children Public Health service. However the BabyClear pathway for pregnant women continues to be implemented through the midwifery service and stop smoking service in Pharmacies.
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.	We have achieved this with some of the external contracts. Annual reports for Drug and Alcohol, NHS Health Checks and Sexual Health are currently being prepared which will include this data.
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.	We have achieved this with some of the external contracts. Annual reports for Drug and Alcohol, NHS Health Checks and Sexual Health are currently being prepared which will include this data.
Undertake a needs assessment in relation to ageing well in North Tyneside, particularly considering the needs of those older people with protected characteristics.	This was undertaken and formed the basis for the DPH Annual Report for 2015/16 which is titled <a href="#">'Fit for our own Futures'</a> .

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.	This has not been achieved due to lack of capacity in the Public Health Team during 2016.
We will improve access and ease of understanding of the information and advice we produce for the public in our campaigns.	A campaigns calendar has been produced and a systematic approach to disseminating information through a variety of means and ensuring the information has been reviewed to ensure that the messages are coherent and clear for use by the general public. We work closely with PHE and use national material, but we have also developed our own materials. We work closely through Healthy Living Pharmacies, Better Health at Work and Active North Tyneside
We will report on health checks equality data for 2016/17.	Through a new contract for the NHS Health Checks programme we have been able to secure a range of data that has not been possible prior to this point on gender, age, and neighbourhood. An annual report is currently being produced for 2016/17.

## 8.6 Information gaps

Public Health has conducted an equality review and will continue to monitor the recommendations made 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 2017

1. We plan to review of the commissioning arrangements for
  - Drug and Alcohol Services
  - Vulnerable Children
  - NHS Health Checks
  - Stop Smoking including the service for pregnant women

We will conduct EIA in relation to any service change.
2. As part of the 0-19 Children's Public health service we will

- Pursue re accreditation for Unicef Baby Friendly Initiative to continue to promote breast feeding.
  - Develop a vulnerable parent pathway to identify parents with additional needs early in pregnancy and following the birth of a child.
3. We will continue to improve access and ease of understanding of the information and advice we produce for the public in our campaigns.
  4. We will continue to pursue and seek a means to access equality data for NHS Health checks.
  5. We will develop a range of initiatives that promote the health and wellbeing of people with learning difficulties, including education and support to enable them to make informed lifestyle choices such as a bespoke weight management programme.

## 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 in the North East Local Enterprise Partnership, as well as the developing North of Tyne devolution deal.

**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. The current main regeneration projects across North Tyneside are in relation to: –

- Coastal Regeneration
- Retail Centres
- North Shields Fish Quay
- River Tyne North Bank

Further information on regeneration is available [here](#).

**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](#).

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

- [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.

<b>Business Start-up Service</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
Number of clients	956	1,305	586	735	881	1128	840
Male	60%	56%	51%	47%	44%	53%	44%
Female	40%	44%	49%	53%	56%	47%	56%
Aged 16-25	15%	17%	25%	20%	25%	23%	7%
Aged 50+	20%	23%	18%	23%	20%	23%	19%
Employed	21%	31%	32%	44%	19%	34%	31%
Unemployed	63%	54%	49%	39%	80%	31%	45%
Health Issues / Disability	4%	5%	8%	7%	8%	3%	2%
Lone Parent	6%	4%	6%	5%	4%	4%	9%
White British	92%	93%	90%	89%	92%	92%	95%

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.

During 2016 the Business Factory 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.

### 9.3 Improvements and activities during 2016/17

<b>Update on actions identified in 2016 Annual Review</b>	<b>Progress</b>
<b>The Regeneration Team will:</b>	
The Regeneration Team will continue to hold events around coastal regeneration and regeneration of Town Centres.	<b>Ongoing:</b> Engagement activities carried out to support Whitley Bay Masterplan and Spanish City Dome Heritage Lottery Fund Bid. There are other events such as St Mary's Lighthouse 'Back the Bid'. Consultation carried out at Mayor Listens Events in relation to the Coastal Regeneration, Wallsend Town Centre and Swans Development and North Shields Town Centre and Fish Quay.
The Regeneration Team will continue to carry out and review service area Equality Impact Assessments as required.	<b>Ongoing:</b> Equality Impact Assessments carried out as required
The Regeneration Team will 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.	<b>Ongoing</b>

The Regeneration Team will ensure 'Changing Places' records are up-to-date and advertise the details on our website.	<b>Ongoing:</b> 'Changing Places' records kept up-to-date to reflect changes. New Changing Places facility created at Wallsend Customer First Centre during 2016/17.
<b>The Business Factory will:</b>	
The Business Factory will launch an events programme until the end of the current project.	<b>Ongoing:</b> The Business Factory publish all their events on their website for the next eight weeks, some events such as community events are published up to 12 weeks in advance, but most work on a six to eight week cycle.
The Business Factory will target young people, aged 21 and under, to consider self-employment as a viable career option.	<b>Ongoing:</b> Several events are planned in local schools for 2017. We are also working with Queen Alexandra Sixth Form College to help support and deliver an enterprise qualification to students aged 16 years and over from Sept 2017.
The Business Factory will target minority groups and try to ensure all our residents have knowledge of and access to business support services.	<b>Ongoing:</b> Currently producing a selection of workshops (as a trial) in video format to ensure those people who are unable to travel can access the support either in their own home or at specific venues online. We have a recently updated our website, a programme of roadshows for the North West of the borough will be publicised online and in community venues, and we have a 'pop-up' business advisor who is available in different locations round the borough
The Business Factory will continue to review service area Equality Impact Assessments and client data.	<b>Ongoing:</b> Equality Impact Assessments are carried out when appropriate and client data is reviewed on regular basis.
The Business Factory will carry out a final Business Factory evaluation, with results available in late 2016.	<b>Ongoing:</b> The evaluation was completed and new evaluators appointed in December 2016 for the new 3 year programme 2016 to 2019.

### Other activities in 2016/17

[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.

**Regeneration:** The planning and information provided at all regeneration public engagement events is 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 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.

## 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, 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 team supports and delivers a strategic commissioning function across adults, children and public health service areas. This includes:

- Setting commissioning intentions
- Undertaking value for money reviews
- Supporting initiatives to help manage demand
- Identify efficiency opportunities
- Complete quality monitoring visits and assessments

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. The service works closely with colleagues across the Health Education Care and Safeguarding service area with annual spend in excess of £50m.

#### Facilities and Fair Access

**Catering Services** serve over 2,000,000 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 a home delivered hot meal to our Community Meals customers.

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

The **Facilities Management** team manage the organisation's headquarters buildings Quadrant East and West and contribute to ensuring staff and visitors experience a pleasant, accessible, clean and safe environment. The buildings are 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.

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.

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

The team aim to deliver a planned programme of investment. This will ensure that our public buildings are properly maintained and accessible, while 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 2017/20 North Tyneside Strategic Investment Plan.
- Agreeing proposals to accommodate an increased pupil population as a consequence of the local authority's Local Plan linked to a wider review of planned admission arrangements and catchments areas.
- Finalising plans to remodel and refurbish Cullercoats Primary School and to relocate Backworth Park Primary School.
- Reviewing the opportunities to continue to rationalise all of our public buildings

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 and their families 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 2017**

Managers will:

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

- 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 provide services directly to customers, residents, looked after children, young people and care leavers.

Our work is shaped by a range of strategies and plans, 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.

North Tyneside Council's **Equality and Diversity Policy** – as referenced on page 5 of this review. Developed by Policy, Performance and Research as part of its corporate responsibility for equality policy development and performance reporting.

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.

Our Participation, Advocacy and Engagement Team also make a significant contribution to the delivery of key Children's Services and Housing strategies as outlined in chapters 7 and 5.

### 11.2 What we know about our customers

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

### **Children and young people's engagement**

During 2016-2017 the team engaged with 25,404 children and young people and worked with 106 of them on a regular long-term basis. The team and the groups it supports have 2,746 twitter followers. 13,067 young people cast their votes in the Young Mayor and Youth Parliament elections. 48 children and young people were involved in Takeover Day and 191 young people were supported to complete Duke of Edinburgh Awards.

Kieran Archer was elected on 26<sup>th</sup> February 2016 with 2,811 votes and made the following pledges. To campaign:

- To alter the curriculum to include subjects more suited to everyday life such as politics, taxes and relationship education.
- For exam support to be increased and redistributed to ensure that each and every student receives the assistance they deserve.
- To direct resources toward fighting bullying and discrimination, so that no young person needs to live in fear.

Sophie Anson is our Member of Youth Parliament. She has encouraged 6,486 young people across North Tyneside to take part in the Make Your Mark Ballot – this enables young people have a voice in choosing the topic that is most important to them and that they want taken forward as a campaign, both locally and nationally.

For more information on how children and young people can get involved and have their say 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 Intergenerational Events and Annual Tenants Event. While demonstrating an inclusive and supportive ethos the team engaged with 2,120 tenants and residents during 2016/17.

A research project with National Energy Action (NEA) has been able to focus energy saving activities in the most needed areas. These are spread across the borough and include Wallsend, Forest Hall, North Shields, Annitsford, Dudley, Longbenton and Killingworth. While training delivered by NEA has resulted in the following:

- A reduction in energy costs and CO<sub>2</sub> emissions to participating households
- The ability for tenants to improve the management of their finances and therefore reduce fuel poverty
- An improved household environment which supports improved health

- Fourteen tenants becoming energy champions with the ability to pass on knowledge and support to friends, families and neighbours.

## Resident engagement

The team engaged 1,678 people during 2016/17. 1,220 of these were via the 2016 **Big Community Conversation**.

Characteristic	Summer programme	Borough average
Gender	73% female 26% male	52% female 48% male
Age	4% 16-24 29% 65 +	10% 16-24 19% 65+
Ethnic group	98% White British 1% Asian	95% White British 0.3% White Irish 2% Asian
Sexual orientation	94% heterosexual 1% LGB 5% prefer not to say	93% heterosexual (est) 2% LGB (est)
Disability	20% have disability 3% 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 between 2 July and 16 September 2016 to discover residents' aspirations for themselves, their families and North Tyneside. Throughout the project the five participant characteristics were monitored. As the table above shows action could be taken to improve engagement with men, young people and BME communities..

**Budget engagement** The team engaged 214 residents (98 face to face and 116 online responses, gathering 1166 separate comments) on proposals for the 'Our North Tyneside' Council Plan and the Council budget between 6 December 2016 to 11 January 2017.

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.

## Staff engagement

The Communications and Marketing team co-ordinate 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.

The team also promote and oversee the **staff blog** which enables staff to share experiences and insights. The blog was launched on International Day Against Homophobia and Transphobia (IDAHOT - which aims to raise awareness of the discrimination and bigotry facing LGBT communities around the world.

IDAHOT is one of a range of key dates in the **equality calendar** developed by the Communications and Marketing and Policy Performance and Research teams. These will be marked throughout the year and championed by senior managers and elected members to raise staff awareness of equality issues and demonstrate how we all have a range of equality characteristics that affect how we experience the world.

### **Other engagement activity undertaken by Corporate Strategy**

The Elected Mayor's Office 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 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. 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.
- We use Twitter and Facebook to provide the latest updates direct to residents.

Information from Facebook shows that the North Tyneside Council page has 4,648, likes, three quarters of whom are women, while two-thirds are aged 25-44 years old. The Authority has 10,172 followers on Twitter. Information collected by Twitter shows a gender split in line with the borough's population (53% female and 47% male).

Policy, Performance and Research manage the Council's translation and interpretation contracts, which ensures that:

- Publications and written material can be made available in different languages and formats, including Braille and audio
- Interpreters can be arranged to attend events and meetings.

### **11.3 Satisfaction**

Our annual **Residents' Survey Report** describes residents' views on a variety of subjects relating to the council. Between September and November 2016 a postal survey of 1,179 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 25% had a limiting illness or disability (compared to 21%).
- Attitudes towards the council are more positive amongst those aged 65 and over (60% satisfied).
- 73% feel they belong to their local area - with those aged over 65 more likely to agree.
- 63% agree people from different backgrounds get on well locally, in a change from 2016 when 58% agreed with the statement, 35 – 44 year olds are more likely to agree with this.
- 92% 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). Women (23%); 65+ (24%); Long term illness / disability (30%) – these are the groups feeling less safe.
- When asked about sources of information about the council:
  - 57% used the council residents’ magazine (older people especially (the figure is 70%)).
  - 49% used the website

#### 11.4 Equality Impact Assessments (EIAs) carried out in 2016/17

The following Equality Impact Assessments (EIAs) were carried out or refreshed by Corporate Strategy in 2016/17:

- Our North Tyneside Magazine Printing and Distribution
- State of the Area Event 2016
- Budget Engagement 2016
- Big Community Conversation 2016
- Residents Survey 2016
- Equality and Diversity Policy 2017

#### 11.5 Actions during 2016/17

Actions identified in June 2016 Annual Review	Progress
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.	<b>Achieved</b> – Corporate Strategy has reported against the equality performance measures every quarter. Corporate Strategy does not lead on any of the Corporate Equality Objectives
Explore the opportunity to roll out learning from the implementation of the Accessible Information Standard across the organisation.	<b>On-going</b> – will incorporate into communications and awareness raising around translation and interpretation.

Review the Council's Translation and Interpretation Policy.	<b>Achieved</b> – policy reviewed, new policy to be drafted in June 2017 following launch of NTC's new translation and interpretation contracts.
Review the Council's Equality Policy.	<b>Achieved</b> – new policy agreed by Cabinet in April 2017. The identification of actions within this Annual Equality and Diversity Review is contributing to the implementation of the policy.
In partnership with the Procurement Team, agree and procure a regional framework for the provision of interpretation and translation services.	<b>Achieved</b> – new services were procured in spring 2017 and will be available from 24 May 2017.
Continue to work with Human Resources to review and develop equality training resources.	<b>Achieved</b> – review completed, training in equality and diversity is now mandatory for all employees and elected members. A new on-line training course is available on learning pool or in workbook form for employees unable to access the intranet. A new framework for the provision of face to face training is being developed.
Review the membership of the Residents' Panel to ensure it is more representative	<b>On hold</b> – until responsibility for the panel transfers to Participation, Advocacy and Engagement.
Continue to monitor the characteristics of people taking part in community engagement activities and work to ensure the representation and involvement of diverse groups.	<b>Achieved</b> - monitoring of the engagement contact list is undertaken.
Review membership of the staff panel to ensure is more closely mirrors the overall staff profile.	<b>Achieved</b> - report taken to SLT in March 2017, implemented from April 2017.
Complete a social media campaign to attract younger people to join the Residents Panel.	<b>On hold</b> – until responsibility for the panel transfers to Participation, Advocacy and Engagement.
Support the Young Mayor and Member of the UK Youth Parliament to fulfil their pledges.	<b>Achieved</b> - and new young Mayor and MYP elected in February 2017
Deliver a care leavers campaign by July 2016.	<b>Achieved</b>
Increase the number of schools accessing the Anti Bullying Award	<b>Achieved</b> - Battle Hill Primary joined Dec 2016, 3 others interested
Recruit and support a new apprentice within the Participation, Advocacy and Engagement Team.	<b>Achieved</b>

## 11.6 Our priorities for 2017/18

- Exploring demand for staff equality groups or networks.
- Reviewing corporate equality impact assessment guidance.
- Updating corporate equality monitoring guidance.
- Continuing to monitor the characteristics of people taking part in key community engagement activities and work to ensure the representation and involvement of diverse groups.
- Working with Housing's Tenant Development Groups to:
  - Monitor the impact of welfare reform on tenants and report to the Mayor's Welfare Reform Task Group
  - Support the development of digital initiatives including repairs advice via YouTube and an electronic Value for Money Survey.
- Exploring the opportunities to provide information via BSL video clips at key gateways to council services.
- Reviewing the membership of and recruitment to the Residents' Panel to ensure it is more representative.
- Co-ordinating the roll out of equality calendar activities.
- Review our approach to the production of the Annual Equality and Diversity Review in accordance with open data principles.

## 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
- Information Governance and Land Charges
- Customer and Member Liaison and Civic Office
- School Governor Support
- Democratic Services
- Registration Services
- Electoral Services

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.

#### **Information Governance and Land Charges:**

The Information Governance Team are responsible for overseeing the way the Authority handles information, in particular, the personal and sensitive data relating to our citizens and employees. They provide guidance to the Authority and individuals to ensure personal information is processed legally, securely, efficiently and effectively. They administer all Freedom of Information requests and requests made under the Data Protection Act (GDPR) and carry out land searches for purchasers when buying a property or land.

**Customer and Member Liaison (CMLO) and Civic Office :** 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. The Civic Office provide support to the Chairman of the Council and Civic Events and manages the Civic Office including the Civic car and drivers.

**School Governor Support:** Governor Services provide training and advice to school governors and clerking of governing body meetings.

**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.

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

**Electoral Services:** 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.

## 12.2 Improvements during 2016/17

Actions identified in 2016 Annual Review	Progress
<p>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</p>	<p>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.</p> <p>During 2016 we have:</p> <ul style="list-style-type: none"> <li>• Carried out engagement activities to tackle under-registration in identified groups, as per the Electoral Commission’s registration group definitions.</li> <li>• Wherever possible promoted specific information from relevant organisations, including statutory and voluntary bodies, to encourage residents to register.</li> <li>• Completed mid year changes to polling stations, ensuring accessibility to all voters and suitable buildings for use as polling stations.</li> <li>• Replaced 2 temporary polling stations with easily accessible polling stations located within North Tyneside Living accommodation</li> </ul>

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.
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In addition:

- 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.
- 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.
- To make the process of voting easier for voters Electoral Services introduced the following for the May 2017 elections 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. This is assured through use of a quality checklist.
  - 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, including a poster provided by the RNIB.
  - 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.
  - Assistance for voters is highlighted as part of the training for polling station staff.
  - Wherever possible, links are provided to specific web pages to enable as many people as possible to vote;
  - Greater use of social media to encourage a wider audience to register to vote.

### **12.3 Equality Impact Assessment carried out in 2016/17**

- Changes to Polling Stations
- Restructure in Law and Governance

### **12.4 Actions for 2017/8**

- 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.
- Reduce or remove the need to use temporary polling stations.
- Review the wording and style of the information provided with the Household Enquiry forms to ensure it is more user friendly and readily understandable by all.
- Registrar Services will continue to gather and use information collected via customer feedback forms.

### 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 2016-17 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.

A total of 161 monitoring forms were returned, which is only about 15% of actual complainants.

	<b>Results</b>	<b>As a percentage of those who answered (%)</b>	<b>Borough population (%)</b>
<b>Sex</b>			
Female	82	51	52
Male	77	48	48
Prefer not to say	2	1	
<b>Age</b>			
0 -24	11	7	9.5
25-44	35	22	27.0
45-64	69	43	28.0
65 or over	44	27	19.0
Prefer not to say	2	1	
<b>Ethnic origin</b>			
White British	153	95	95.0
Asian	4	2	1.9
Black	1	1	0.4
Other	3	2	0.4
<b>Sexual orientation</b>			
Gay or lesbian	2	1	1.0
Heterosexual	137	85	98.5
Bisexual	4	2	n/a
Prefer not to say	18	11	
<b>Religion or belief</b>			
Christian	92	57	64
Prefer not to say	12	7	
None	49	30	28
Buddhist	1	1	
Muslim	3	2	

Other	4	2	
<b>Disability</b>			
Yes	61	38	21
No	90	56	79
Prefer not to say	10	6	
<b>Carer</b>			
Yes	42	26	11
No	111	69	89
Prefer not to say	8	5	n/a

## Appendix

### Profile of Borough Population (compiled May 2016)

Equality Group	Number in borough	% in borough	Source
<b>Gender</b>			
Female	104,598	51.7	2015 - Mid year population estimates (based on 2011 Census – total borough population 202,494)
Male	97,896	48.3	
<b>Age</b>			
Under 16	35,938	17.7	2014 - Mid year population estimates (based on 2011 Census – total borough population 202,494)
16-24	18,924	9.4	
25-34	25,136	12.4	
35-44	26,942	13.3	
45-54	30,215	14.9	
55-64	26,128	12.9	
65-74	21,092	10.4	
75 and over	18,119	9.0	
<b>Trans</b>			
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 <a href="http://www.gires.org.uk/Prevalence2011.pdf">http://www.gires.org.uk/Prevalence2011.pdf</a>
<b>Ethnic origin</b>			
<b>White</b>	<b>194,025</b>	<b>96.6</b>	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	
<b>Black or Black British</b>	<b>734</b>	<b>0.4</b>	
Caribbean	91	0.15	
African	576	0.5	
Any other Black background	67	0.04	
<b>Asian or Asian British</b>	<b>3,815</b>	<b>1.9</b>	
Indian	1,095	0.5	

Pakistani	319	0.2	
Bangladeshi	686	0.3	
Any other Asian background	846	0.4	
<b>Mixed</b>	<b>1,815</b>	<b>0.9</b>	
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	
<b>Chinese</b>	<b>869</b>	<b>0.5</b>	
<b>Other</b>	<b>412</b>	<b>0.6</b>	
<b>Sexual Orientation</b>			
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)	
<b>Religion/Belief</b>			
Buddhist	436	0.2	2011 Census Religion of usual resident population (Total borough population taken from 2011 Census – 200,801)
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	
<b>Person with a disability</b>			
Long term health problem or disability that limits a person's day to day activities.	41,405	20.6	2011 (Total borough population taken from 2011 Census – 200,801)
<b>Marriage and civil partnership status</b>			
Single - never married or registered	53,347	32.3	2011 Census Marital and Civil Partnership Status (Total

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	