

Equality Annual Review

Interim Report - January 2016



Date: January 2016
Version: 1



Contents

1.	Introduction	3
2.	Our residents	8
3	Our employees	9
4.	Environment, Housing and Leisure.....	12
5.	Adult Social Care	17
6.	Children’s Services.....	21
7.	Public Health	24
8.	Business and Economic Development	26
9.	Corporate Strategy, Law and Governance, Finance and Resources.....	28
	Appendix: Profile of Borough Population	31

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 Interim 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.

The Public Sector Equality Duty of the 2010 Equality Act requires all public sector organisations, including North Tyneside Council, to publish equality information on at least an annual basis. When the duty was first introduced we were required to publish information on our employees and service users by 31 January 2013.

Since then we have published our data every January within an Equality and Diversity Review report. However, the local authority collects, analyses and reports much of its data in cycles linked to the financial year (from April – March). It would therefore be more efficient to align the collection and reporting of the organisation's equality data with this cycle. From 2016 onwards we plan to publish our Equality and Diversity Review every June, giving enough time following the end of the financial year to analyse, explain and consult on our data prior to publication.

Therefore for 2016 only we are publishing an interim review. This enables us to meet our legal duty to publish annually and support the move to the new reporting date.

This interim report is therefore shorter than our usual full review, but:

- explains how work to meet our equality responsibilities is managed and supported
- provides an overview of the make-up of our population
- provides links to key equality data on our employees and service users available in the [data store](#) data store on our website
- reports progress on the actions for 2015 identified by different service areas in last year's view.

In June our new annual review will contain an update on the information outlined above, together with a detailed explanation of:

- what we know about our employees and service users equality/protected characteristics
- what we know about their views and experiences of the services we provide
- what the gaps in our knowledge are and how we plan to fill them, so we can better target our services
- what we do to ensure service users needs are met (within the context of the Our North Tyneside Plan and Target Operating model (see below)) and the [aims](#) of the 2010 Equality Act are achieved
- the issues we have identified and how we plan to address them
- how we will monitor and review the impact of what we do
- what we have achieved since April 2015

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

1.1 Equality at the corporate core

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

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

1.2 Local policy context

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

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

Priorities	Outcomes
Our People will:	
<ul style="list-style-type: none"> • Be listened to, and involved by responsive, enabling services. 	
<ul style="list-style-type: none"> • Be healthy and well 	<ul style="list-style-type: none"> • People lead healthy and fulfilling lives. Life expectancy increases across the Borough. The inequalities gap reduces.
<ul style="list-style-type: none"> • Be cared for and safeguarded if they become vulnerable 	<ul style="list-style-type: none"> • People with care and support needs are enabled to lead fulfilling lives. • People are free from abuse, neglect and discrimination. People are supported appropriately if they experience abuse, neglect and discrimination.

Our Places will:

- | | |
|---|--|
| <ul style="list-style-type: none">• Be great places to live, and attract others to visit or work here | <ul style="list-style-type: none">• People are happy living in the Borough; they choose to stay here and more people are attracted to live here.• Visitors come to the Borough repeatedly; residents spend their leisure time in the Borough. |
|---|--|

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

- protect the core essential services to deliver what people need, by understanding and managing demand, but continuing to focus on safeguarding the vulnerable
- improve customer service by: getting things right first time; improved information online; providing more accessible services on a 24/7 basis, enabling people to do more for themselves online at a time when it suits them, including supported access in face-to-face community and well-being hub settings
- support changes in behaviour by residents to encourage and enable them to do more for themselves if they can and to rely less on Council services through new communications and marketing campaigns
- modernise how services are delivered and the way in which the Council operates through improved use of technology, innovation and mobile working

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

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

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

- Proactively embed equality and diversity considerations in everything North Tyneside Council does and challenge others to do the same.
- Make sure people from all backgrounds feel listened to and can be involved in making decisions about North Tyneside Council services.
- Take into account the differing needs of our service users.
- Work to build understanding amongst residents, staff, partners and elected members of the needs of different communities across North Tyneside.
- Celebrate the diversity of North Tyneside Council employees; and develop a supportive workplace where staff are confident to be themselves.

- Strive to make our workforce more representative of the borough's population and the residents it serves, ensuring equal access to jobs, training and career progression.

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

1.3 Protected Characteristics

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

- Race
- Gender
- Disability
- Age
- Religion or belief
- Gender reassignment (including transsexual and transgender)
- Sexual orientation
- Maternity and pregnancy
- Marriage and civil partnership (with regard to employment)

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.

1.4 Equality objectives

In accordance with the public sector equality duty, we developed and published new specific equality objectives in March 2013. Objective four has been updated and extended until January 2017, while the other three have been achieved and sustained. We therefore plan to identify and publish new objectives in 2016.

Objective a: Services which have a potential impact on residents will be able to report on all protected characteristics by 2015.

Our equality monitoring form has been updated to include all nine protected characteristics. This has been publicised widely using internal communication methods, along with the benefits of equality monitoring in terms of improving customer service.

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

We reached our objective of 23% clients being aged 50+ exploring the potential for self-employment in 2013 and this was sustained in 2014.

Objective c: To increase the number of learners on Skills Development programmes with Learning Difficulties and/or health issues to 22% of clients by December 2014.

We had 1,513 starts in learning in the academic year 2012-13 with a declared disability, out of a total number of 6,706 starts – equating to 23% of learners; this was sustained in 2014

Increase the proportion of North Tyneside Council staff agreeing in the Staff Survey that “I am treated with fairness and respect” to 75% by January 2017.

If our staff feel valued in their work, this will have a beneficial effect on customer service standards and promoting equality. In the 2014 Staff Survey, 69% of employees agree that they feel they are treated with fairness and respect. This is on par with the survey results of 2012 (71%). However, we want to progress further by the time of the 2016 Staff Survey.

2. Our Residents

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

Key statistics about our residents include:

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

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

3. Our Employees

The Human Resource and Organisation Development Service (HR & OD) provides leadership, advice and transactions for workforce operations within the council, in conjunction with the HR Teams employed by our Business Partner (Engie).

The service ensures the council has an effective workforce, equipped to support and deliver services to the communities of North Tyneside. Human Resources provides services to 2,985 council employees (excluding contracted schools services) and supports all the council's corporate priorities, offering leadership on matters affecting people 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 2015

Actions identified in 2015 Annual Review	Progress
Continue to use equality data for future policy/procedure reviews during 2015 to help to consider potential changes and positive actions.	Equality Impact Assessments are integrated into these reviews.
Continue to use equality data to set targets for workforce representation, specifically for BME communities and those with disabilities, to be more representative of the borough population and link this to a positive action strategy and plan for recruitment and retention by March 2016.	<p>This data is analysed and used to set these targets on an annual basis through the Equality Review.</p> <p>The Recruitment Policy has been undergoing a review over the past few months and the action plan will be refreshed for March 2016.</p> <p>For 2015 this data was used to set targets for increasing the number of young people in the workforce including those young people Not in Education, Employment or Training (NEET).</p> <p>The Apprenticeship and Work Placement Programmes have supported the Council in meeting these targets.</p>

<p>From the recent staff survey analyse and undertake engagement work with key groups of staff to identify and understand trends and/or changes in perception with less satisfied staff groups identified in 2014 survey results. This will lead to engagement activity with the less satisfied groups will help to improve employee satisfaction by January 2017.</p>	<p>The data from the most recent Staff Survey in 2014 is currently being analysed in order to design appropriate engagement activity to achieve this target.</p>
<p>Identify ways in which we can improve the updating of workforce data through the promotion of self service in the Business Management System and by conducting a further exercise on updating personal details for those employees who do not have access to a computer by March 2016.</p>	<p>The Council has embarked on a programme of automation and robotics through the Business Partnership which will move more processing activity to self service on BMS for managers and employees. A procurement exercise to purchase an improved reporting tool for BMS is underway which will also improve reporting of workforce data.</p> <p>A group has been set up involving HR, Finance and Employee Services to identify improvements to how data is held on BMS and the Council's reporting requirements.</p> <p>A number of staff communications have been sent out during 2015 to encourage employees to update their personal details through self service and by contacting their Manager or Employee Services for those who do not have access to a computer. A Council wide exercise to update personal details will be carried out over the next two years to include those employees who do not have access to a computer.</p>
<p>Review how workforce data is being reported at a service level during 2015 to reflect changing workforce profiles due to service redesign.</p>	<p>A review of workforce data reports down to service level has been undertaken. BMS has been updated to reflect changes to service areas and staffing structures.</p>
<p>Continue to publicise apprenticeship opportunities to underrepresented groups by September 2015.</p>	<p>Since 2014, NTC has made a commitment to actively encourage applications from underrepresented groups in North Tyneside. These include:</p> <ul style="list-style-type: none"> • Those in NEET • Looked after children and care leavers • Young people with a learning difficulty or disability • Those supported by family partners

	<p>This has been done by the Workforce Programme Adviser in partnership with agencies and organisations who work specifically to support these groups. Our apprenticeship opportunities have been promoted via Connexions Advisers, the Youth Offending Service, family partners team, the leaving care team, key staff in all North Tyneside schools ,Tynemet, Princes Trust, and Job Centre Plus. In addition, all young people on the Connexions database belonging to vulnerable groups have been emailed and sent a mail shot with information about our apprenticeships.</p>
<p>To monitor the number of work placements into the Council to produce an annual profile of those on placement.</p>	<p>Since Sept 2014 23 work experience placements have been offered in the Council to people belonging to underrepresented groups.</p>
<p>Continue to monitor applications and successful candidates for apprenticeship programmes to produce an annual profile for this group of employees.</p>	<p>The proportion of posts filled by those from vulnerable groups in 2014 was 32%. This rose to 58% in Sept 2015.</p> <p>Each applicant is asked to complete an equality proforma (on a voluntary basis) which is recorded on BMS. From this data a workforce profile report will be produced and analysed to inform future priorities and actions.</p>
<p>Carry out a review of equality and diversity training to ensure that it is fit for purpose by March 2016.</p>	<p>A review was carried out in 2015 to assess the current training meets the Council's requirements. A further programme of equality and diversity training has been commissioned based on a training needs analysis.</p>

4. Environment, Housing and Leisure

Environment, Housing and Leisure provides a wide range of frontline services, high quality homes and facilities. The service is committed to making North Tyneside a cleaner, safer and more attractive place to live, work and visit. It includes the following teams:

- **Cultural Services:** arts, tourism, libraries, community centres, events, museums, heritage.
- **Housing services:** providing 15,082 council homes for rent and 760 homes owned by leaseholders across the borough.
- **Housing Strategy:** undertaking and analysing research and intelligence to inform strategic planning, the team works to enable and support the delivery of projects that aim to provide good quality homes across all tenures.
- **Local Environmental Services:** grounds maintenance, street cleansing, fleet, pest control, environmental enforcement, bereavement, parks and playsites, waste and recycling collection, biodiversity.
- **Sport and Leisure:** leisure centres, outdoor activities, sports development, Active North Tyneside, Contours.
- **Technical and Regulatory Services:** technical client, resilience management, security services, business continuity planning, environmental sustainability, contract managements (waste disposal, recycling and technical package).

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

Update on actions for 2015

Actions identified in 2015 Annual Review	Progress
Review Equality Impact Assessments across the service area, by March 2015.	Partly complete. An action identified for 2016 will be to carry out EIA training with key staff members in EHL with a view to refresh all EIAs across the service, carry out a gaps analysis and complete new EIAs as appropriate.
Analyse and report on equality data carried out as part the Physical Activity Survey. Carry out the second phase of engagement in relation to Active North Tyneside, by October 2015.	Physical activity survey carried out November/December. Equality monitoring carried out as part of the survey and results are in section 4.2.1 Sport and Leisure. Details of the second phase of engagement in relation to Active North Tyneside detailed in section 4.4 Consultation.
Report on equality data collected via Sport and Leisure APSE surveys, by March 2015.	Report complete and equality data collected provided in section 4.2.1 Sport and Leisure

<p>Ensure Parks Visitor Surveys are conducted evenly in each park, by March 2015.</p>	<p>The Parks Service has undergone a tendering process with survey providers for new software to carry out Parks Visitor Surveys. This will ensure that more surveys are carried out in each Park and reporting results will be easier.</p>
<p>Review the results of the eReader pilot carried out with Active Age Reading Group in Whitley Bay, which aims to encourage older people to try the experience of reading on an electronic device, by July 2015.</p>	<p>2 pilot schemes undertaken with local reading groups asking them to read e-books and set of print books over a few months. The outcome of the pilots was that the majority of participants (with the exception of 2 people) preferred to read print books instead of e-books. The benefits of e-books were largely acknowledged and all participants appreciated the chance to try an e-book and would read using one again.</p>
<p>Across the service area, review the feasibility of recording equality data on all nine protected characteristics collected using equality monitoring forms, by July 2015.</p>	<p>Complete. The libraries and sport and leisure systems are unable to collate data on all 9 protected characteristics due to functionality issues. Should the systems be updated in the future then it may be possible to collect more data on protected characteristics, however there are no immediate plans to do so.</p>
<p>Across the service area, review of methodology of surveys carried out to more accurately reflect user profiles, by July 2015.</p>	<p>The parks survey has updated its survey software for use in 2016.</p>
<p>Deliver the third year of Inclusive North Tyneside – Disability Sports Programme – during the year.</p>	<p>Complete. Disability Sports Programme successfully delivered. An action for 2016 is to identify Disability Sports activities continuing following the end of grant funding.</p>
<p>Deliver positive outcomes for apprentices during the year.</p>	<p>The Sport and Leisure 2014-16 Apprenticeship Programme will draw to a close in March 2016. In the spring/summer further work will be done with Organisational Development to recruit 4 new apprentices into the service in Sept 2016 on an 18 month programme.</p> <p>Capita appointed 5 apprentices in 2015.</p>
<p>Ensure that plans to develop Affordable Homes in North Tyneside meet the diverse needs of residents (ongoing)</p> <p>Enable and deliver a range of homes to meet the diverse needs of the borough</p>	<p>We are in the process of reviewing our Housing Strategy to set out the vision and plan for meeting future housing need in North Tyneside</p> <p>We have set up an Affordable Homes Group which looks at how best to meet our general housing needs.</p>

	<p>We have identified and collated a list of all opportunities for new housing to match land and developers and help realise opportunities for affordable housing.</p> <p>We continue to support the work of other Registered Providers in delivering affordable homes.</p>
Use our Specialist Housing Market Position Statement to commission future housing for specific client groups, by June 2015.	Our Market Position Statement informs the work of our Supported Housing Group enabling the group to prioritise schemes and meet the housing needs of specific client groups.
Implement the Safe and Healthy homes initiatives and expand the service to GP surgeries borough wide, by September 2015.	The Safe and Healthy Homes initiative has carried out awareness raising activities with GP surgeries across the borough. A pilot referral pathway has been successfully established with one surgery and will be rolled out to a further two surgeries in early 2016.
Continue to monitor the impact Welfare Reform is having on tenants, including those with protected characteristics (ongoing).	We continue to work closely with the Mayor's Task Group on Welfare Reform, and to monitor the impact Welfare Reform has on all our tenants.
Implement proposals for a Sustainable Tenancies Team, to help create sustainable tenancies and enable people including those with protected characteristics to live and flourish in their homes.	The tenancy sustainment has now been created and their work is being further embedded within the new neighbourhood delivery model.

Additional improvements during 2015 have included:

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

In the winter of 2015 Sport and Leisure staff embarked on a programme of dementia friends training. At present approximately 40% of the service has attended these sessions. The remainder are scheduled to attend sessions throughout the first 6 months of 2016.

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

In Libraries, Dementia Champions have been identified and Dementia Friends training is currently underway with frontline staff. Dementia friendly collections are available to stimulate mental agility and a dementia group is starting up at Wideopen Library with carers.

Respite Sessions for parents/carers of children with disabilities – work is ongoing to introduce structured activity sessions for children that will allow parents to gain some short term respite, with the aim of encouraging them to take part in facility based activities for their own personal health and well being. Pilot sessions will commence in Jan 2016.

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

Libraries Outreach

- Libraries Outreach Team held 6 week workshop with Action for Blind and individuals who were losing their sight.
- Work with young parents providing one-to-one support with parents, carrying out bounce and rhyme sessions and escorting parents with their children on visits to the library.
- Held sessions with Walk-In with Refugee Group to introduce refugees to the library service and establish what families and individuals need from the library.

Housing continue to deliver 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.

Housing have used their understanding of their customers' needs to make a number of improvements to the services they 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 low levels anti social behavior are dealt with, this has resulted in a number of recommendations for improvements which are being carried out including the creation of a 'good neighbor' leaflet.
- Extending the Victim and Witness Support Group by recruiting and training new volunteers to allow this service to be delivered to a greater number of customers.

- Carrying out a review of our Tenancy Agreement, with a particular focus on making the document easier to understand so tenants are clear on their rights and responsibilities.
- Holding 'Have your Say Days' in two more areas of the Borough, providing an opportunity for tenants in those wards to be listened to.
- Redesigned the delivery of the tenancy and estate services to a neighborhood approach designed to create a closer relationship between staff and customers to better meet their needs.

7. Adult Social Care

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

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

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

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

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

Update on actions for 2015

Actions identified in 2015 Annual Review	Progress
Embed and evaluate the new engagement standards that have been developed in conjunction with users and carers, by October 2015.	The standards are now published on the Council website and can be accessed here . Their use and impact will be evaluated in 2016
Establish the new joint commissioning function to ensure a consistent all age non diagnosis based way of ensuring support is available to meet need, by March 2016.	People based commissioning team is now established and supporting the Head of Health Education Care and Safeguarding with commissioning priorities
Embed the MEAM (Making Every Adult	MEAM pilot concluded and positive

<p>Matter) approach into every day practice, by March 2016.</p>	<p>independent evaluation received. Work continues as part of the mainstream work of Gateway Work continuing about how we are making this approach “business as usual”</p>
<p>Embed the new eligibility criteria set within the Care Act and ensure that individuals understand the offer available to them – including the support available to carers, by March 2016.</p>	<p>Range of public and partner engagement and consultation sessions held re the introduction of the Care Act (2014) Staff trained and processes developed and implemented. Advice and information work continues in terms of new website development and continued work with SIGN. Further develop work around carers assessments and carers personal budgets</p>
<p>Evaluate the success of Care and Connect, by March 2016.</p>	<p>An evaluation was carried out at 6 months, and has demonstrated that an increasing number of referrals have been sent through to Care & Connect as opposed to a social work team. Care & Connect have provided a range of information, advice and signposting to individuals, whilst also being able to assess for eligible social care needs. 269 clients had been seen at the end of April 2015; and as at the end of November that figure is 622, an increasing trend. Very few clients, 10 in total, have required a personal budget as their needs have been met via universally available resources. These 10 have all used a direct payment to secure their care and support which has provided them with more choice and control. Feedback has been consistently excellent with most residents happy with the level of support they have received.</p> <p>The assets available within North Tyneside are vast and Care & Connect keep up to date with all new activities, as well as work alongside community members to develop groups where there are identified gaps.</p> <p>We are working with colleagues in Adult social care to understand the demand for care and support and to ensure the correct pathway is followed for individuals, maintaining a focus on enabling people to help themselves.</p>
<p>Hold another SAFE week to highlight the</p>	<p>Safe Week successfully completed at</p>

importance of ensuring that people in the community with protected characteristics are safe, by October 2015.	beginning of November 2015
Focus on individual outcomes for people with protected characteristics throughout the safeguarding process, by October 2015.	Work has been ongoing. The service is now evaluating the outcome based process and identifying the types of outcomes that are important to people who have been central to this process.

Additional improvements during 2015 have included:

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

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

Support planning cafe: This enables people to drop in to a non-social work based environment to discuss and agree different ways of meeting their needs using their personal budgets. This has resulted in us being able to demonstrate that the support that is provided to people can actually transform their lives. This has had some excellent outcomes.

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

Gateway Team and Care and Connect: We understand that for some of our customers, website-based contact is not the most appropriate way of accessing our help – but we have aimed to address this with our strengthened Gateway team and through Care and Connect a community based service that provides an alternative source of advice information and signposting. 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: 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.

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

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

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

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

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

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

8. Children's Services

This includes:

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

The team lead the council's work with partner agencies to improve outcomes for children and young people. Effective partnership arrangements are well established and include:

- Children, Young People and Learning Partnership Commissioning Executive Board
- North Tyneside Safeguarding Children Board

Children's services support 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 and delivers the council's responsibilities for safeguarding and caring for the most vulnerable children and young people in the borough.

- The numbers of young people aged 16-18 that are Not in Employment, Education or Training continues to be one of the lowest in the North East.

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

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. Services will concentrate on delivering statutory duties, supporting the most vulnerable, and providing early intervention and preventive support. We are also increasingly integrating services with our partners and working more closely with children, families and local communities.

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.

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

Update on actions for 2015

Actions identified in 2015 Annual Review	Progress
Reconfiguration of residential provision by April 2015.	Complete
Develop the provision of supported lodgings by June 2015.	Complete
Ensure equality and diversity information is incorporated into the review of Front Door Services by June 2015.	The review of the Front Door has been incorporated into a much broader review of prevention and early intervention services including social care Front Door arrangements. We have engaged external consultants to provide challenge and support to this process and this work is being taken forward under the banner of 'Transforming children's services'. Further consideration of equality and diversity information will be incorporated into the review of Front Door Services by April 2016.
Maximise external grant availability to North Tyneside vulnerable and disengaged young people and unemployed adults to increase inclusion and skills achievement by June 2015.	External grants continue to provide the existing service and grant has been received to increase activity for 16-18 year olds not in education, employment or training from the regional Generation NE programme. Indicative notification has also been received from the Building Better Opportunities programme that this will provide significant funding in the future.
Increase the targets for vulnerable learners accessing skills and employability support for academic year 2015/16 by July 2015.	We have continued to target the unemployed, low skilled and those with specific needs to ensure they have access to improving their skills and access to work. A full review of the service offer is underway and new targets will be set for 16/17.
Evidence that the principles underlying the Code of Practice are in place –i.e. the participation of children their parents and young people in decision making by September 2015.	Complete - awareness, training and information is on the website, while information on the Local Offer is being added as and when other information is sought. Training is also ongoing and there are two volunteers who are Independent Supporters, they support with the transition of statements to EHC plans and requests
Evidence that the information on the local offer is accurate and accessible and that changes are made as a result of feedback	

from children their parents and young people by September 2015	for new EHC plans. This is part of the new SEND reforms September 2014 and will be in place until 2018.
Evidence collaboration between education health and care to provide support through the implementation and quality assurance of EHC plans by September 2015.	On-going - there is an ongoing plan in place to transfer statutory assessments to EHC plans and we continue to monitor performance.
Evidence greater choice and control for young people and parents through the implementation of personalisation action plan by September 2015.	This action is still being progressed, personal budgets for summer holiday activities are being introduced. Action due to be completed in September 2016.
Implementation of an action plan to maximise preparation for adulthood by September 2015.	
Evidence that arrangements are in place to provide advice and information about matters relating to SEN and disability to children with SEN or disabilities and their parents and young people with SEN or disabilities	There is local offer information on the website and a local offer development group meets on a monthly basis.

11. Public Health

Under the Health and Social Care Act 2012, key public health functions were returned to local government on 1 April 2013. The local authority now has public health responsibilities for health improvement and public health commissioning; this has presented fresh challenges for councils who must now deliver against Public Health outcomes.

The Public Health team has overall responsibility for improving and protecting the health of the local population; and addressing health inequalities to reduce the difference in life expectancy between the most deprived and least deprived areas of the borough. 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. To make this real, equality needs to be consistently promoted throughout all commissioned services.

What services do Public Health commission?

- Mandatory public health services, sexual health, cardiovascular disease health checks, National Child Measurement Programme (NCMP).
- Discretionary public health services, in response to local need, stop smoking, physical activity, nutrition, drugs and alcohol, weight management, healthy schools, tobacco control, oral health promotion.
- Responsibility for establishing health and wellbeing.

Update on actions for 2015

Actions identified in 2015 Annual Review	Progress
Use of data segmentation tools to inform the delivery of the NHS Health Checks initiatives and other service development activity.	We continue use a range of data including data segmentation in reviewing current services and contracts and in implementing future service delivery.
Complete a health equity audit during 2015 in relation to the delivery of the NHS Health Checks Programme.	We have been unable to access any of the data on NHS Health Checks held by GP practices due to information governance issues. We are entering into a new contract for NHS health checks from 1s April 2016 and will be seeking equity audit data direct from providers as part of the reporting and monitoring arrangements within the new contractual arrangements.
Implement a standard operating procedure to ensure Public Health services are monitored for equality and diversity and the data analysed and used to inform service delivery	Complete - there is a standard requirement in all public health contracts and service specification.

- and that commissioning leads and officers are aware of this requirement.	
Ensure equality and diversity data is collected inline with the rest of the local authority.	This is not complete and is an outstanding action. This responsibility now lies with the People Based Commissioning team who are responsible for all people based commissioning including public health.
Ensure service user feedback is regularly discussed at contract monitoring meetings.	Complete - This is a standard agenda item at contract meetings with providers and a requirement of contracts.
Ensure EIAs are completed for all currently commissioned services and those procured in future.	This is not complete and is an outstanding action. This responsibility now lies with the People Based Commissioning team who are responsible for all people based commissioning including public health.
Continue to track progress against equality and diversity review recommendations throughout 2015.	Yes we have been tracking progress.

9. Business & Economic Development

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

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

- **Regeneration** is responsible for the planning, design and delivery of a wide range of, mainly physical, regeneration schemes that improve the quality of life for residents of North Tyneside. This could be directly, via a third party developer, or with other public and private sector partners. These schemes vary from minor projects affecting only a small number of people to large regeneration strategies benefiting whole communities.
- **Business & Enterprise** is responsible for local business support, town centre management, inward investment, marketing the borough to potential investors, [The Business Forum](#) and the business start-up programme which is delivered by [The Business Factory](#).
- **Management & Resources** is responsible for performance planning, collating data and information for decision making. The team also works with other council departments to secure external funding, advises on eligibility and provides strategic funding advice.

Update on actions for 2015

Actions identified in 2015 Annual Review	Progress
The Regeneration Team will:	
Continue to hold events around Spanish City, our main focus for coastal regeneration.	Latest events have centred on the master plan and St Mary's island. They have been held in the Whitley Bay Customer First Centre as it is centrally located near to bus routes, Metro etc, is easily accessed by people with mobility issues and has heating, toilet facilities etc. which the Spanish City does not have.
Continue to carry out and review service area Equality Impact Assessments as required.	On going - done when required.
Carry out equality monitoring of those attending our consultation events in order to identify any gaps in the profile of people who we are engaging with at the Coast.	It has not been possible to undertake this piece of work at recent events due to the format of the events. The events have been open to residents from across the borough and are not targeted solely at

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

10. Corporate Strategy, Law and Governance, Finance and Resources

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

- Finance and resources (including client management of Revenues, Benefits and Customer Services)
- Law and governance (including legal services, customer and member liaison, governor support, democratic services, registration services, statutory services and business support).
- Commercial services
- Communications and marketing
- Participation, advocacy and engagement
- Equalities
- Office of the Elected Mayor
- Partnerships
- Performance
- Policy
- Research
- Voluntary sector liaison and external funding

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

The [Our North Tyneside Plan](#) identifies the priorities for the borough over the next four years. It will be delivered through a partnership between the council, local people, communities, businesses, and local voluntary and public sector organisations.

Our [Engagement Strategy](#) aims to ensure local people and organisations can influence decisions that affect their lives, helping the council and its partners understand the needs and issues of local communities.

Update on actions for 2015

Actions identified in 2015 Annual Review	Progress
To continue to use information available to the Electoral Registration Officer to contact residents who are not on the electoral register and encourage them to register	<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 2015 we have:</p> <ul style="list-style-type: none"> • Carried out various engagement activities to tackle under-registration in identified groups, as per the

	<p>Electoral Commission's registration group definitions.</p> <ul style="list-style-type: none"> • Joined the campaign by MENCAP to encourage disabled voters to take part in the Parliamentary & local elections, using online video guides showing what to do, and increased awareness training for polling station staff
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 are under development and are due to be used from April 2016.
The Universal Credit Delivered Locally (UCDL) working group will identify and develop a delivery plan for equality and diversity actions by 31 March 2015.	<p>The UCDL Working group are working with the local Department for Work and Pensions (DWP) and the Citizens Advice Bureau (CAB) to ensure that those with needs around managing their Universal Credit (UC) payment are identified and referred appropriately to help. Additional training to DWP Work Coaches has been delivered to assist with early identification. This is something that has not been carried out in other 'UC Live LA's'. Monitoring of those referred to help and their take-up of support is monitored.</p> <p>The council's Employment and Skills Team have also put in place help, for those who need it, to make claims on-line.</p>
Review the blue badge application form for renewals.	Complete - appropriate changes made in line with feedback
Continue to monitor the customer experience of the following groups as more information becomes available: customers who are either currently in a civil partnership or were formerly in a civil partnership, those who identified as black or Black British, Asian or Asian British, mixed heritage or bisexual.	<p>Ongoing - this information is collected via the Customer Satisfaction survey sent to all customers who interact via Customer Services. This has been supplemented by additional customer focus events including:</p> <ul style="list-style-type: none"> • feedback about Customer Service Standards, waiting times, access, online services and service provided collected from customers at Wallsend and North Shields Customer First Centres • families attending the Teddy Bear's picnic at the Rising Sun Country Park • Tenants feedback attending the Housing Golden Ticket event

	<ul style="list-style-type: none"> • 'Have Your Say' events to discuss proposals for the Council Tax Support scheme. • North Shields on-line event on using self serve and e-forms
From January 2015, introduce a new monitoring form and approach to encourage completion at Community Conversations and Mayor's Listening Events.	A new equality monitoring form was developed. Equality Monitoring was undertaken as part of the Big Community Conversation and was used to inform the engagement programme.
Include information on the characteristics of social media users in the 2016 Equality and Diversity Review.	Information will be included in the full Equality and Diversity Review due to be published in June 2016.
Continue to attract younger people to join the Residents Panel throughout 2015.	Some younger members were recruited via the Residents' Survey in 2015. A campaign is planned with the Communications and Marketing Team in Spring 2016 to develop the 'offer' and attract younger panel members.
In spring 2015, introduce a workflow in EDRMS to manage the sign off and storage of EIAs and the progression of actions flowing from individual EIAs.	Request still with the EDRMS Team.
Agree and implement a system for the sign off and storage of EIAs for business cases developed as part of the council's budget setting process.	Completed.
Finalise the Interpreting and Translation Policy, by spring 2015.	Now due Spring 2016.
In spring 2015, lead the development of new council equality objectives.	New performance measures included in service plan templates, these will be used to develop new equality objectives in Spring 2016;

Also during 2015:

Legal and Governance: completed mid year changes to polling stations, ensuring accessibility to all voters and suitable buildings for use as polling stations.

Customer Services:

- undertook Dementia Awareness training for all their staff and completed a Dementia friendly' audit of their offices. These activities were completed in partnership with the Council and the Alzheimer's Society.
- were 'highly commended' on access to services as part of the annual review of their Customer Service Excellence accreditation.

Appendix

Profile of Borough Population (compiled November 2015)

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

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

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