



**DRAFT - Annual
Equality and
Diversity Report**

December 2009

Foreword by the Deputy Mayor

Welcome to Middlesbrough Council's Annual Equality and Diversity Report.

The purpose of this report is to outline the progress the Council has made in achieving equality of opportunity for all, diverse provision and the encouragement of good relations. The Council's approach to equality and diversity covers the seven nationally identified strands:

- Race
- Gender
- Transgender
- Disability
- Sexual orientation
- Age
- Religion or belief.

The Council is committed to promoting equality and diversity and works very hard to encourage this throughout the Council. The Corporate Diversity Group, which includes representatives from across the whole Council, meets regularly to work towards equality in service provision for all sections of the community.

This year, as well as reporting on how it has developed better services for all sections of the town's communities, the Council has also included information on what it intends to achieve in the coming year.

The Council is committed to promoting equality and diversity and will ensure that this commitment is evident in everything it does. It has been a successful year for the Council. In April 2009 the Council achieved Level 4 of the Equality Standard for Local Government. The council was also judged to be performing well in the Comprehensive Area Assessment - Organisational Assessment. If you would like any further information on the content of this report, please contact Ann-Marie Johnstone on 01642 729080.

Councillor David Budd
Deputy Mayor of Middlesbrough

WORDING TO BE AGREED BY THE DEPUTY MAYOR

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ANNUAL EQUALITY AND DIVERSITY REPORT

INTRODUCTION

Middlesbrough's Vision: Middlesbrough will be a thriving, vibrant community where people and businesses succeed.

Middlesbrough Council aims to promote equality and fairness for all regardless of gender, transgender, ethnicity, disability, religion or belief, sexual orientation or age.

More broadly, the Council believes that all Middlesbrough residents, employees and partners should have fair and equal access to services and opportunities in every aspect of their lives. To achieve this the Council needs to recognise the diversity that exists and ensure that service provision meets diversity needs. The Council celebrates the enrichment that a diverse society brings to Middlesbrough.

An important part of delivering services to the community is to include equality and diversity considerations in all aspects of policy and decision-making. The Council's suite of equality and diversity policies aim to ensure that:

- no employee, job applicant or service user receives less favourable treatment because of their gender or transgender, ethnicity, disability, religion or belief, sexual orientation or age
- services meet the needs of the town's diverse communities
- policies and procedures promote and monitor equality and diversity in Council employment and deal effectively with discrimination and harassment
- any barriers that discourage access to employment or services are minimised or removed.

The Council has an Equality and Diversity Policy and a Single Equality Scheme (SES), agreed this year, which combines the statutory requirements of the Race Equality Scheme (RES), Gender Equality Scheme (GES) and Disability Equality Scheme (DES).

In addition to this, the Council has developed a Joint SES approach with partners, through the Middlesbrough Local Strategic Partnership. This approach is designed to ensure inequalities that exist across Middlesbrough are more effectively tackled through the work of the partnership.

This Annual Equality and Diversity report is the second to be produced by the Council. The report summarises the work that has been undertaken in 2009. The annual report is produced on a calendar year basis to ensure the reports are able to fully reflect the achievements of the previous 12 months and also influence the service planning processes, which begin in the New Year.

Whilst the main focus of the report is on the Council's internally focused actions in relation to equality and diversity, links are made within the report to community cohesion. Diversity and community cohesion are two policy areas where there is a great deal of overlap. Whilst the Council's diversity agenda focuses on the internal actions needed to ensure all Council services and processes are 'fit for purpose', the community cohesion agenda focuses on ensuring diversity within communities is valued. More detailed definitions of equality, diversity and community cohesion are contained below.

What is Equality?

Equality is about making sure people are treated fairly and given fair chances. Equality is not about treating everyone in the same way, but recognising that people's needs are met in different ways.

Equality focuses on those areas covered by the law, namely the key areas of race, gender, transgender, disability, religion or belief, sexual orientation and age. In addition to the legislation, which seeks to prevent discrimination in all these areas, the Council has a public duty to promote equality and remove discrimination in race, gender and disability.

People must not be unfairly discriminated against because of any of these factors and the Council must create a positive workplace environment where discriminatory practices and discrimination no longer happen.

What is Diversity?

Diversity is about valuing individual difference. So 'diversity' is much more than just a new word for equality. Diversity aims to recognise, value and manage difference to enable all employees to contribute and realise their full potential. Diversity challenges people to recognise and value all sorts of differences in order to make the Council a better place for everyone to work.

What is Community Cohesion?

The community cohesion agenda is set around ensuring communities have the following key characteristics:

- a common vision and a sense of belonging for all communities
- they value diversity
- there are similar life opportunities for all
- strong and positive relationships are being developed between people from different backgrounds and circumstances in the workplace, in the school and within neighbourhoods.

Community cohesion refers to a wide set of concerns in relation to a community, which may include service provision, economic development, issues relating to social inclusion, education or planning.

EMBEDDING EQUALITY AND DIVERSITY WITHIN THE COUNCIL

Middlesbrough Council provides a wide range of services to a wide variety of people and groups and is one of the largest employers in the town. As such the Council's actions and decisions affect the lives of the vast majority of people living in Middlesbrough to some degree. All members of the community and all visitors to the town are entitled to expect fair and equal outcomes from all dealings with the Council. Therefore, it is important that the Council effectively upholds the principles of equality and diversity.

In recent years a significant amount of progress has been made to ensure that the consideration of equality and diversity issues is thoroughly embedded in the Council's decision-making and planning processes and in the everyday working of the Council processes and its officers. This has been achieved through the use of a number of key tools, such as:

- the Corporate Diversity Group
- a comprehensive set of HR policies and procedures covering all aspects of the equality and diversity agenda
- good communications and corporate provision of training on key equality and diversity issues made available to all staff
- robust service planning, which includes the development of Diversity Action Plans
- Equality Impact Assessments
- well established bullying and harassment support officers
- consultation and community engagement.

In 2009 the Council has built on these structures to further embed equality and diversity within its decision-making structures.

Corporate Diversity Group (CDG)

The Corporate Diversity Group (CDG) is Chaired by the Director of Human Resources and attended by:

- representatives from each Department
- representatives of the Employee Focus Groups
- the Community Cohesion Officer
- the Training Manager
- the BME Coordinator
- the Technical Access Officer
- Corporate Performance manager
- the lead officer for Equality and Diversity within Central Services.

CDG is responsible for ensuring equality and diversity is an integral part of service delivery, employment and community engagement. It plays an important monitoring role for the Council, it:

- guides progress against the Equality Framework for Local Government
- monitors the progress of Diversity Action Plans on a quarterly basis

- ensures corporate compliance with the existing and emerging legislative framework
- promotes best practice on equality and diversity issues across the Council.

During 2009 CDG's role as a challenger of EIAs was strengthened. All completed EIAs are now reported to CDG. There is a standing item on each agenda, at which point members of CDG may challenge the findings of an EIA.

HR Policies and Procedures

The Council has a suite of HR policies and procedures, which outline best practice on dealing with key issues such as leave for adoptive parents, age, retirement etc. The HR policies are regularly reviewed to ensure the Council continues to comply with legal requirements and best practice.

In the last annual report, a number of policies were identified as due to be reviewed in 2009. During the year the status of each policy was initially assessed to determine whether a full review was needed and whether the timescales were still applicable. In some cases this has resulted in an alteration to the review start date as reported in the 2008 Annual Equality and Diversity report. Details of the policies identified in the 2008 annual report are outlined below, along with information on their status:

Policy / Procedure	Review start date	Review completed?
Accident Reporting	April 2009	Yes - No change to 2007 review required – next review due 2011
Carer Leave	April 2009	Yes
Car Mileage Rates	April 2009	Yes
Car User Status	June 2009	Date put back to June 2010 following initial examination
Display Screen Equipment	January 2009	Date put back to January 2010 following initial examination
Disputes Procedure	June 2009	Delayed – awaiting the outcome of national discussions
Drug & Alcohol Policy	February 2009	Ongoing
Equal Opportunities Policy	October 2009	Delayed until October 2010 to allow the potential implications of the Equality Bill to be considered and to coincide with a review of the Council's Equality and Diversity Policy
First Aid Allowance	April 2009 (annual)	Yes
Grievance procedure	April 2009	Delayed – awaiting the outcome of national discussions
Long Service Awards	April 2009 (annual)	Yes
Maternity Policy	November 2009	Ongoing
Mobile Phone Policy	January 2009	Provisions merged into other policies
Negotiating	August 2009	Delayed – awaiting the outcome of

Procedure		national discussions
No Smoking Policy	August 2009	Date put back to August 2010
Recruitment & Selection	December 2009	Ongoing
Removal / Relocation Policy	May 2009	Yes
Subsistence Rates	April 2009 (annual)	Yes
Whistle Blowing Policy	April 2009	Ongoing

Each of the policies that have been subject to a full review have been Impact Assessed prior to implementation where applicable. In addition to those policies within the table above that have been delayed or had their timescales altered following an initial desktop review, in the next 12 months the following policies will be considered for review:

Policy / Procedure	Planned review start date
Adoptive Parents Leave	December 2010
Age Policy	September 2010
Carer Leave	January 2010
Car Mileage Rates	April 2010
Car Status Users	June 2010
Display Screen Equipment	January 2010
First Aid Allowance	April 2010 (annually)
Health and Safety Policy	June 2010
Information Security Policy	January 2010
Long Service Awards	April 2010 (annually)
Managing Attendance	May 2010
No Smoking Policy	August 2010
Notice Periods	May 2010
Parental Leave	May 2010
Protection Policy (not job evaluation)	September 2010
Recruitment and Selection	August 2010
Redeployment Policy	April 2010
Whistle Blowing Policy	April 2010
Working Time Directives	August 2010
No Smoking Policy	August 2010

Communication and Corporate Training Provision on Equality and Diversity

In addition to the suite of HR policies, an effective communications strategy is in place to ensure managers and staff are aware of all HR policies / issues; this includes:

- an Equality and Diversity section on the Council's intranet site, accessible to all employees, on which all HR policies have been placed
- Corporate Induction course for all new employees, covering the key policies of the Council

- provision of a corporately funded training programme available to all staff, based upon the Corporate Training Plan
- Managers induction course
- strengthened diversity tile content.

The Corporate Training plan is a key component of the Corporate Diversity Action Plan for the Council. The plan contains an equality and diversity strand and the priorities are influenced by the Single Equality Scheme (SES) Action Plan.

Individual Heads of Service also organise additional service-specific diversity and equality training and awareness raising events as required and which are appropriate to their particular service delivery needs. There are also service area induction checklist processes (which support the corporate induction process) for new starters to provide consistency across the Council. Listed in Appendix 1 is a breakdown of the equality and diversity courses that have been offered to employees in the last 12 months.

This year the content of the Manager's induction course was reviewed to improve the quality of the information available on equality and diversity issues, following feedback from previous attendees.

Service Planning Process and Role of Diversity Action Plans

Corporate and Departmental Diversity Action Plans (DAPs) have been in place since 2004. Each department has a DAP which is developed annually, as part of its service planning process. The DAP is designed to address those areas identified during the service planning process, where additional actions are required to ensure continued fair access to the Council's services. Progress against DAP targets is monitored quarterly and reported to the Council's Corporate Diversity Group. The DAPs also include actions to address any issues raised by the Equality Framework for Local Government process.

The SES Action Plan contains actions of a strategically significant nature to the Council. This is the tool that will be used by the Council to deliver the objectives outlined in the Single Equality Scheme (SES).

During early 2009 a revised DAP structure was agreed to be used by the 2009/10 DAPs. It was recognised that actions to address potential differential impacts should be anchored around the themes of the Sustainable Community Strategy and the supporting strategic priorities. Where research and analysis demonstrates a negative differential impact of services on a specific group, addressing the issue will assist in the achievement of the priorities.

Equality Impact Assessments

Equality Impact Assessments (EIAs) provide a systematic way of examining new and existing policies and practices, to determine what, if any, differential impact they may have on those affected by the outcomes, and whether that impact is adverse.

An embedded approach to equality impact assessments within policy development helps ensure that the policies do not have adverse impacts for groups protected by equality legislation, whilst enabling the Council to efficiently plan to meet its strategic priorities.

Details of Equality Impact Assessments that have been completed in the last 12 months are contained at Appendix 4. Completed EIAs are submitted to the Council's Corporate Diversity Group for review to ensure consistency of approach across the Council. In the past 12 months the Council's approach to EIAs has been further strengthened. The Executive report format has been altered to include a mandatory section in which the full implications of a decision, as established by the EIA, must be set out. There is also a process in place to ensure the decision makers have sight of the EIA when taking their decisions. Every EIA is now also publicly available via the Council's website, unless it is confidential.

Harassment, Discrimination and bullying policy

The Council has a Harassment, Discrimination and Bullying policy, which has been in place since 1999.

This policy aims to prevent all forms of harassment, discrimination and bullying by employees towards other employees of the Council.

It also aims to reassure employees that any issues that do occur will be taken seriously and that mechanisms are in place for action to be taken, either formally or informally, to stop the harassment, discrimination or bullying.

The policy is explicit in stating that the Council expects a standard of behaviour from its employees and "will not tolerate any employee discriminating against, harassing or bullying another employee".

The Council regards any form of discrimination, harassment or bullying as a serious breach of conduct.

To ensure that employees are able to access support and to gain information on how to report that they are being bullied, harassed or treated unfairly, a number of Contact Officers in all departments have been trained. These Contact Officers provide a confidential point of contact for all employees and are a vital part of the Council's commitment to tackling such unacceptable behaviour.

This policy was reviewed and re-launched in 2009 to ensure that:

- Contact Officers continued to be appropriately trained in how to handle complaints
- the workload was more evenly spread across the Contact Officers
- corporate oversight of complaints is improved to enable any negative trends to be identified and addressed speedily
- the service continues to be effectively promoted
- the approach being taken within the Council continues to meet the needs of employees.

Consultation and Community Engagement

Middlesbrough Council is committed to engaging with all residents and involving them in the decision-making processes that affect their lives. This means designing consultation and community engagement activities that are inclusive, reducing barriers to access such as language or disability and effectively engaging with individuals or communities that the Council has difficulty engaging with.

The Council wants to know what they think and how residents feel about local services and their communities. It also wants to work with them to secure sustainable improvements in local public services and to improve the quality of life in the town.

The LSP's Community Engagement Framework and Consultation Toolkit documents provide the overarching framework for community engagement in Middlesbrough together with a best practice guide. The framework and toolkit helps partnership organisations including the Council to effectively engage with the community. Details of LSP and individual partner consultations are held online in an LSP consultation portal. The LSP is currently in the process of reviewing its approach on this to ensure it continues to meet national best practice.

Middlesbrough Council has had a Consultation Portal in place for over a year now – the home of online consultation with the community. Residents can use the portal to find out about current consultations, take part in on-line surveys, see what happened as a result of past consultations and register their interest in future consultations.

The Council uses a wide variety of community consultation and engagement mechanisms to ensure that residents and stakeholders can influence the development of policies and inform the way in which services are delivered.

In planning community engagement activities, the Council seeks to integrate the objectives of equality, service access (including marginalised communities) and diversity to deliver truly representative and inclusive consultation processes, outputs and outcomes.

An analysis of CAA, EFLG and national best practice requirements has been undertaken this year. As a result of these investigations the Council is in the process of reviewing its approach to consultation processes. During 2010 a revised approach will be developed. This may include a guide, outlining the

range of issues that should be considered as part of consultation development and signposting sources of further advice. This will be completed by September 2010. A list of some of the community engagement exercises that have been undertaken by the Council in 2009 is attached to this report at Appendix 3.

Embedding Equality and Diversity Within the Decision-Making Structures of the Council

Equality and diversity has been embedded into Council decision-making processes through a number of measures. Each Member of the Council's Executive has a portfolio of policy areas on which they lead and equality and diversity sits explicitly within the Deputy Mayor's portfolio. The Deputy Mayor regularly reports on equality and diversity issues to all Members at Council meetings, he also takes individual executive decisions on equality and diversity, and reports issues to the Executive for debate where appropriate. All Executive Members are also invited to attend their departmental Diversity Group meetings.

The Council's Corporate Management Team (CMT) requires that all reports submitted for consideration have been assessed to decide whether they require an Equality Impact Assessment. This decision is then scrutinised at CMT. As outlined previously within this report, completed EIAs are attached to Executive and Individual Executive reports to ensure that decision-makers are fully aware of the impact of their decisions. The Executive report format has also been revised to ensure the findings of the EIA are fully outlined in reports.

Employee Focus Groups

As outlined previously, Corporate Diversity Group (CDG) is responsible for ensuring that equality and diversity is an integral part of service delivery, employment and community engagement. Part of the group's role is to take employee focus group feedback on issues and feed this into the Council's processes as appropriate. The Council has a range of Employee Focus Groups for:

- BME employees (BME Employee Group)
- employees with a disability (A-Bility Group)
- employees who are members of the Lesbian, Gay, Bisexual or Transgender community (LGBT Employee Group)
- Working carers group.

The role of the Employee Focus Groups is to provide a supportive forum in which employees can meet, share information and discuss particular issues that they may have. The groups also provide valuable feedback on Council policies and procedures. Below are a number of quotes outlining how employees who attend them view the groups:

"Attending meetings with Council colleagues is in some small way an opportunity for me to make a bold statement that just because someone has

a disability does not stop me from striving to meet professional aspirations. Indeed I find it inspiring that people with far greater challenges than myself are making fantastic contributions to our organisation. The Focus Group meetings serve as invaluable practical sounding boards, but equally send out a positive 'can do' message."

"I always come away from meetings feeling uplifted and positive."

"I was encouraged to learn that Council staff are supported to attend relevant employee forums, which promote and deal with a range of diversity-related issues. I have attended my first LGBT forum meeting and believe that this is an excellent way for individual staff members to shape and influence the development of policies, procedures and services in a positive manner."

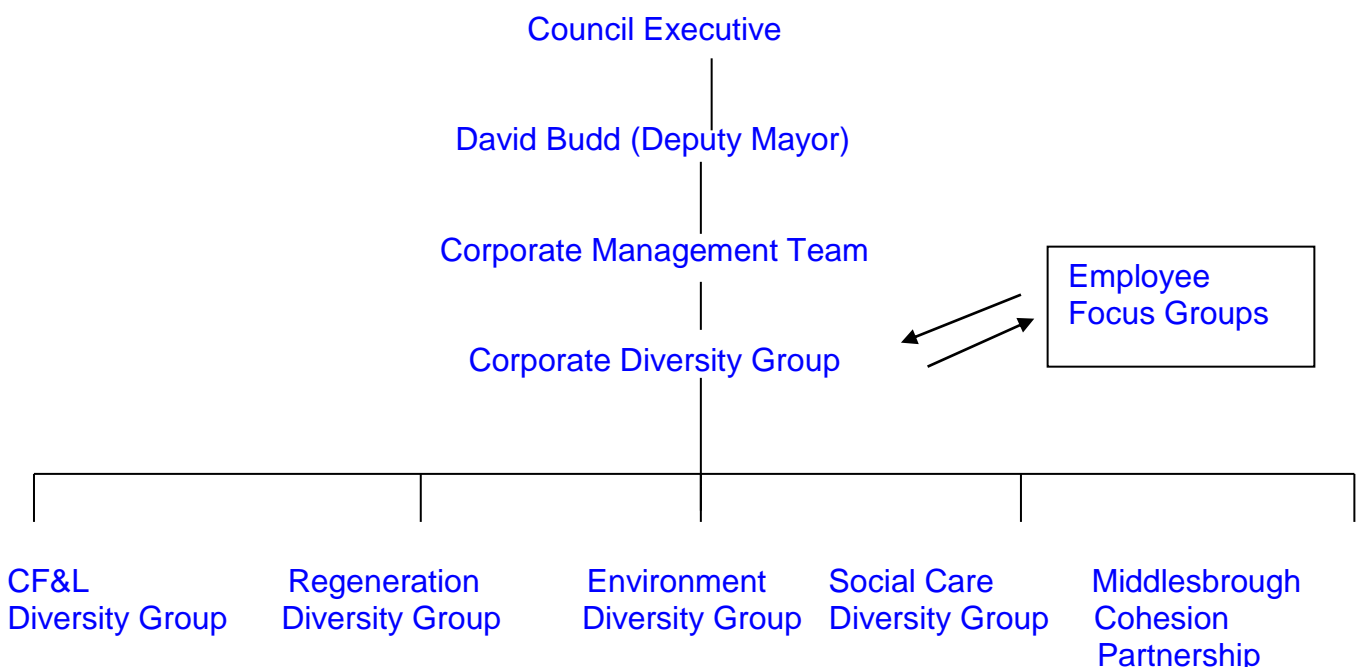
During 2009 the groups were relaunched and have attracted new members. Some of the issues raised during the course of the meetings have included consultation on:

- Council accessibility programme of works
- Harassment and Bullying Policy
- Recruitment and Selection Policy.

The Groups have also provided valuable feedback on

- the Council's Disability Awareness training course
- Staff Survey proposals
- sickness notification procedures for staff with a hearing impairment.

Middlesbrough Council Decision-Making Structures for Equality and Diversity



HOW THE COUNCIL MEASURES PERFORMANCE

The Council needs to effectively measure its progress in ensuring equality of opportunity for all. This is a crosscutting principle that is included within each of Middlesbrough's priorities as stated in the Sustainable Community Strategy. The Council has identified the following key performance measures to enable it to effectively assess how well diversity has been embedded into its culture:

- Middlesbrough Neighbourhood Survey
- Place Survey
- Equality Framework for Local Government
- Retained BVPIs
- Workforce composition monitoring
- Diversity Action Planning
- Disaggregated data from the National Indicator set.

Middlesbrough Neighbourhood Survey

The 2008 Annual Equality and Diversity report outlined the findings of the 2005 and 2007 Middlesbrough Neighbourhood Surveys. The survey, completed every two years, is the most comprehensive attitudinal survey undertaken in Middlesbrough. For the 2007 survey 4,500 people completed 30-minute face-to-face interviews.

The survey covers a wide range of issues and aspects of it were used to measure whether the Council's actions on equality and diversity and community cohesion are having a positive impact on the community. The Council is currently in the process of undertaking the survey again and the 2009 results will be published in the spring of 2010.

Place Survey

The Place Survey was developed by Central Government to ensure a range of questions are asked by all Local Authorities on an annual basis to enable comparisons to be made with other areas. This year's survey was conducted via a postal self-completion approach. A total of 1,781 were received from the 6,000 sent out. The resulting data was disaggregated where possible to identify variations in perception by the following:

- Working Neighbourhood Fund (WNF) and non-WNF postcode areas
- White and BME residents
- Age
- Gender
- Property tenure.

A selection of those questions most relevant to community cohesion and equality and diversity issues are detailed below along with the main indicative findings from the breakdown of responses to each:

Question	Response
How strongly do you feel you belong to Middlesbrough?	77% of responders felt strongly that they belonged to Middlesbrough. This figure rose to 86% for BME responders, compared with 76% for white responders. Of particular concern was the response of 65% for people who privately rented properties in the town.
To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?	Overall 71% of people agreed. Amongst those who disagreed, figures rose sharply to 49% amongst 18 to 24 year olds. 49% of those that privately rented their accommodation also disagreed. Middlesbrough scored lower than the North East (74%) and England (76%) averages and was ranked 10th of 12 North East Councils.
Do you agree or disagree that you can influence decisions affecting your local area?	Overall 35% of respondents agreed. Respondents from the BME community were much more likely to feel they could influence decisions. The average score across the North East was 28 % and for the whole of England it was 29%. Middlesbrough Council was ranked top of all North East Councils.

A detailed breakdown of the overall results has been undertaken to identify trends and issues that need to be addressed. The Council has ensured that each department is aware of the results of the Place Survey and is considering what actions it needs to take to achieve improved results in next year's survey.

Equality Framework for Local Government (EFLG)

The EFLG replaced the Equality Standard for Local Government (ESLG) in April 2009. It enables Councils to systematically demonstrate how equality and diversity considerations are embedded in structures and decision-making mechanisms and it is aligned with the requirements of CAA.

The EFLG comprises three levels, compared with the five contained within the previous standard. Existing ESLG scores have been matched to the new framework. By declaring level four against the old standard, the Council is now classified as 'moving toward excellence'.

<u>ESLG Score</u>		<u>New EFLG Score</u>
Levels 1 and 2	—————>	Emerging (Level 1)
Level 3	—————>	Achieving (Level 2)
Level 4	—————>	Moving towards excellence
Level 5	—————>	Excellent (Level 3)

The Council is now in the process of preparing to be assessed against Excellence level of the EFLG.

Retained BVPIs

In October 2007, following the Government's Comprehensive Spending Review 2007, the National Indicator Set was published. From April 2008, this indicator set replaced all other existing sets of indicators by which the government performance-manages local authorities, including Best Value Performance Indicators (BVPIs) and Performance Assessment Framework (PAF) indicators.

To enable continued measurement of performance in key areas the Council has retained ten equality and diversity BVPIs. In nine of these BVPIs the Council has demonstrated improvement against the baseline.

2009 performance against retained BVPIs					
BVPI Description	June 2005	June 2006	June 2007	June 2008	June 2009
BVPI 2a – Equality Standard (now the Equality Framework)	1	2	2	3	4(classed as 'moving towards excellence' under the Framework)
BVPI 2b - Duty to promote Race Equality	95%	100%	100%	100%	100%
BVPI 11a – Senior women	51.31%	49.29%	65.92%	52.16%	53.40%
BVPI 11b – Senior BME employees	0.72%	0.66%	0.76%	0.77%	1.56%
BVPI 11c – Senior Disabled employees	2.88%	3.3%	3.81%	4.58%	2.93%
BVPI 16a – Disabled employees	2.76%	2.5%	3.07%	2.9%	2.57%
BVPI 17a – BME employees	2.7%	2.6%	2.39%	2.61%	2.69%

BVPI 156 - Buildings accessible to people with a disability	22.2%	35.8%	44.2%	54.28%	61.1%
BVPI 174 - Racial Incidents per 100,000 people	Not available	24	21.8	31.79	20.9
BVPI 175 – Racial Incidents with further action by the Council	Not available	100%	100%	100%	100%

- BV 11a – this figure is based on a very small group and is therefore subject to quite a large degree of variation through the process of staff turnover. Middlesbrough Council has consistently been a strong performer in this area in recent years.
- BV11b – the Council has taken a number of measures to improve performance against this figure, which has now started to improve though further work is needed to continue this positive trend.

Diversity Action Plans (DAPs)

Whilst the Middlesbrough Neighbourhood Survey and the Equality Framework for Local Government are the main tools used by the Council to measure the impact of its actions upon equality and diversity and community cohesion issues, these are supported by the DAPs.

The DAPs detail the myriad of actions the Council has implemented in order to progress equality and diversity in relation to the seven strands, and in relation to generic crosscutting actions. The completion of these individual actions combines to further improve and strengthen service standards. The actions contained within the DAPs are identified and agreed through the Service Planning process.

A review was undertaken of this process and a revised approach was implemented for this year's service plans. It was identified that the Council would be able to better analyse the effectiveness of its actions if they could be linked back to strategic priorities and performance measures. This year the DAP structure was revised to enable this information to be explicitly included.

Workforce data

The Council gathers workforce data against a number of key indicators (Appendix 2). This data is used to inform planning to ensure the Council's workforce more closely reflects the local community. A Corporate Workforce plan and plans for each department have been produced using the data. The plans identify negative trends and progress to address these is monitored on a quarterly basis.

SUMMARY OF PROGRESS ACHIEVED 2009

The Council's targets in relation to equality and diversity can be found in a number of key documents, including:

- the Strategic Plan (2008/9 – 2010/11)
- Departmental Service Plans
- Diversity Action Plans
- the People Strategy
- the National Indicator set and the retained Best Value Performance Indicators.

Some of the achievements in 2009 included:

Ethnicity / Race

- Development of a new pitch within Metz Bridge Travellers site in order to alleviate the suppression of households and allow future generations to maintain their cultural identity.
- Continued programme of work to support refugee and asylum seekers.
- Actions undertaken have improved educational attainment at GCSE level for BME pupils from 37.5% to 47% (National Indicator 108).

Gender

- Completion of implementation of the Single Status process.
- MINT Library campaign to promote reading to a target audience of Men and boys.

Disability

- Review of consultation processes to ensure they meet the needs of service users and carers.
- Development of Carers Strategy and undertaking work to identify hidden carers.
- Introduction of Telecare.
- Creation of changing places toilet facilities at the Bus Station.
- Improved accessibility to 61% of council buildings with public access
- Access action plans for all MBC public access buildings and environments to identify improvements and adaptations to improve accessibility for disabled people
- Ongoing access audit programme to identify programme of works for non operational buildings
- Improved accessibility around the cenotaph, including better lighting and pedestrianisation.
- Tailored book deposit and collection service for special needs group
- Provision of equipment to support those accessing library services who have a visual impairment.

Age

- Development of the My Place project, which will provide a world-class facility once complete for young people between the age of 13 and 17.

Religion and Belief

- Establishment of a group for people from the Asian community who are blind or partially sighted and have accessed Middlesbrough Social Care Sensory Support team or have been assessed by the team as a first step toward integration into the wider group.
- Promotion of information around faith days in 2010 to ensure events planned take into consideration and religious obligations that may limit someone's ability to fully participate.

Sexual Orientation

- Supporting Supergay independent Committee to hold Supergay in the town.
- Funding of transgender awareness event within the Supergay programme.

Cross-cutting

- Embedding of actions within departmental workforce plans, based upon the findings of the Annual Workforce Profile Report to tackle existing inequalities.
- Identification of additional information needs in respect of local inequalities in the light of the Comprehensive Area Assessment framework.
- Development of a Single Equality Scheme.
- Achievement of Level 4 of the Equality Standard for Local Government.
- Re-launch of the Council's Harassment, Bullying and Discrimination Policy.
- Further development of the Equality Impact Assessment Process to include Community Cohesion.
- Review and relaunch of the Council's Employee focus group arrangements to ensure employees are fully aware of the support mechanisms in place. There are currently four groups in place (BME, Disability, Sexual orientation and Carers).

The Council takes a cross-cutting approach to equality and diversity as part of its commitment to ensure it is both fully embedded within the culture of the Council and also that any actions are identified to further improve the Council's approach to equality and diversity and also support the Council's key strategic priorities, as defined by the Sustainable Community Strategy.

The key strategic priorities are:

- Creating Stronger Communities
- Creating Safer Communities
- Supporting Children and Young People
- Promoting Adult Health and Well-being / Tackling Exclusion and Promoting Equality
- Enhancing the Local Economy (including economic vitality, housing and transport)
- Securing Environmental Sustainability.

The future direction of performance monitoring is likely include the use of data disaggregation against those national indicators that can be disaggregated. Where overall performance data can be broken down to reveal areas of under-performance, some results are likely to have diversity implications and the Council will review how best to reflect this within its current practices during 2010. It is also recognised that further work is needed to ensure targets set are able to provide measurable outcomes so that an assessment can be made about how effective they are.

2010 TARGETS

A selection of the targets that the Council has set for completion in 2010 is outlined below. Progress against these will be tracked either within the Corporate or the relevant Departmental Diversity Action Plan.

Ethnicity / Race

- Undertake a gap analysis to ensure under-represented groups within the total audience accessing the Council's range of cultural events are identified and develop an action plan to target the under representation.
- Plan and organise four BME Community Forum events facilitating the engagement of the BME community with statutory service providers and VCS organisations, to raise awareness of services and provide opportunity for consultation and feedback on services.
- Improve the achievement of traveller children at all key stages.
- Ensure a representative mix of ethnicity in publicity material for the BSF programme.

Gender

- Carry out/contribute to audit of town centre safety at night to particularly feature women's safety including around car parks. Assess/implement findings to enable the Town Centre Team to establish an action plan.
- Increase the number of men employed in early years and childcare training by encouraging men to enter childcare training. Increases by 5% during 2009/10, 15% during 2010/11 and 20% during 2011/12.

Religion or Belief

- Identify key representatives from Middlesbrough's LGBT (Lesbian, Gay, Bisexual, Transgender) community to form part of Middlesbrough's Cultural Partnership.
- Provide a new build secondary school for the Catholic community.

Age

- Programme of road safety awareness for older road users to be undertaken. The aim is to offer vision testing to older car drivers and providing information in a safe manner as a pedestrian.
- Increase the number of young offenders who are in receipt of Information, Advice and Guidance via the Connexions service from a baseline of 255 by working in partnership with the Intensive Supervision and Surveillance Programme (ISSP).

- Redevelop the Custom House through Myplace funding project into a world-class youth facility.

Sexual Orientation

- Ensure that the staff survey content is improved to allow gathering of sexual orientation data.

Transgender

- Provide training to staff to raise awareness of transgender and prompt staff to consider the particular needs the transgender community may have.

Disability

- Ensure contingency planning is included as part of Carers Support Plans.
- Assist in securing at least 20 additional paid employment opportunities for people with physical and /or learning disabilities from a baseline of 44. Number of people in employment with Mental Health Issues.
- Develop a Strategy for people with Sensory Loss.
- Ensure basic training in identifying adults at risk and make this available to all Independent Sector providers.
- Improve access information for disabled participants/audience members on all appropriate print / web-based materials (i.e. brochures not posters).
- Link with Shop Mobility and Ayresome Community Transport (formerly Dial-a-Ride) to improve access to major events within the town.
- Reduce barriers to accessing school buildings by completing agreed programme of DDA projects funded through the Access Initiative and Primary Strategy for Change (PSfC).

Cross-Cutting

- Review and update Community Cohesion Strategy and Action Plan in partnership and consultation with the local community and key agencies in order to meet local needs and address national priorities.
- Promote and develop four Community Regeneration projects/activities/initiatives targeted at those community groups currently under-represented in that activity (these may also include women, young people, families, ethnic minorities, unemployed, NEETs, etc).

Appendix 1

Corporate Training Provision Undertaken in 2009

<u>Course Code</u>	<u>Course Title</u>	<u>Start Date</u>	<u>End Date</u>	<u>Number of Places Offered</u>	<u>Total Delegates</u>
EO22	Mental Health Awareness Workshop (1 Day)	29/09/2009		14	13
PM32	Team Middlesbrough Competency Framework (am)	24/09/2009		16	10
PM32	Team Middlesbrough Competency Framework (pm)	24/09/2009		16	12
PD10	Corporate Induction (Non Summary)	16/09/2009		20	8
	Corporate Induction (Non Standard) for WBL Apprentices	16/09/2009		20	8
PD01	Corporate Induction (half day)	09/09/2009		20	18
PD01	Corporate Induction (half day)	19/08/2009		20	12
PM12	Appraisal Skills	30/07/2009		16	9
PM32	Team Middlesbrough Competency Framework (am)	22/07/2009		16	13
PM32	Team Middlesbrough Competency Framework (pm)	22/07/2009		16	15
PD01	Corporate Induction (half day)	07/07/2009		20	16
EO19	Disability Is (Workshop 1)	01/07/2009		20	9
EO19	Disability Is (Workshop 2)	01/07/2009		20	15
EO19	Disability Is (Workshop 3)	01/07/2009		20	18
EO19	Disability Is (Workshop 4)	01/07/2009		20	13
EO19	Disability Is (Workshop 1)	30/06/2009		20	21
EO19	Disability Is (Workshop 2)	30/06/2009		20	10
EO19	Disability Is (Workshop 3)	30/06/2009		20	9
EO19	Disability Is (Workshop 4)	30/06/2009		20	23
PM12	Appraisal & TEAM Middlesbrough for Managers	17/06/2009		16	12
PM32	Team Middlesbrough Competency Framework	16/06/2009		16	13
PD01	Corporate Induction (half day)	10/06/2009		20	20
EO18	Equality Impact Assessment Workshop	19/05/2009		16	12
PM18	HR Management for Managers	19/05/2009	02/06/2009	20	18
PD01	Corporate Induction (half day)	12/05/2009		20	11
C2	The Art of Report Writing	11/05/2009		16	9
PM03	Recruitment & Selection (1 day)	30/04/2009		16	16
PD01	Corporate Induction (half day)	17/03/2009		20	13
PM12	Appraisal & TEAM Middlesbrough For Managers	26/02/2009		16	13
PD11	Managers' Induction Development Programme	16/02/2009	17/02/2009	20	15
PD01	Corporate Induction (half day)	11/02/2009		20	23
PM18	HR Management for Managers	10/02/2009	02/03/2009	20	19
PD01	Corporate Induction (Non-Standard)	21/01/2009		20	1
PM21	Disciplinary Investigating Officers Training	15/01/2009		16	15
PD01	Corporate Induction (half day)	13/01/2009		20	17

To be updated once latest Quarter completed

Appendix 2

WORKFORCE DATA

The Council gathers data on the composition of the workforce on quarterly data. Outlined below is the position of the Council at June 2009 against the Council's position at June 2007 and June 2008.

Total Number of Employees			
	June 2007	June 2008	June 2009
Headcount	6105	5248*	6073
FTE	3518.37	3060	3059

* The Council's total number of employees has dropped as a result of a number of TUPE agreements to other agencies.

Number of Employees by Contract Type						
	June 2007		June 2008		June 2009	
Permanent	3474	56.9%	3386	64.52%	3429	56.46%
Temporary	1498	24.5%	984	18.75%	909	14.97%
Casual	1133	18.6%	878	16.73%	1735	28.57%
Total	6105	100%	5248	100%	6073	100%

Breakdown of the Workforce by Gender and Full-Time / Part-Time Working						
	June 2007		June 2008		June 2009	
Full Time Males	1261	11.76%	1102	21.00%	1082	17.82%
Part Time Males	718	20.66%	576	10.98%	781	12.86%
Full Time Females	980	51.53%	909	17.32%	936	15.41%
Part Time Females	3146	16.05%	2661	50.71%	3274	53.91%
Total	6105	100%	5248	100%	6073	100%

Full Time & Part-Time Totals						
	June 2007		June 2008		June 2009	
Full Time Total	2241	36.7%	2011	38.32%	2018	33.23%
Part Time Total	3864	63.3%	3237	61.68%	4055	66.77%
Total	6105	100%	5248	100%	6073	100%

Projected Retirement Age Anyone Over 55						
	June 2007		June 2008		June 2009	
People who can retire in 5 years	1010	16.5%	922	17.57%	1094	18.01%

Age Profile						
	June 2007		June 2008		June 2009	
Under 18	72	1.18%	31	0.59%	48	0.79%
18-24	722	11.83%	605	11.53%	811	13.35%
25-34	1032	16.90%	844	16.08%	972	16.01%
35-44	1573	25.77%	1317	25.10%	1406	23.15%
45-54	1696	27.78%	1529	29.13%	1742	28.68%
55-64	959	15.71%	878	16.73%	1011	16.65%
65 & Over	51	0.84%	44	0.84%	83	1.37%
Total	6105	100%	5248	100%	6073	100%

Ethnicity						
	June 2007		June 2008		June 2009	
01 - White British	5385	88.21%	4620	88.03%	5172	85.16%
02 - White Irish	31	0.51%	21	0.40%	19	0.31%
03 - White Other	36	0.59%	28	0.53%	30	0.49%
04 - Asian Indian	28	0.46%	21	0.40%	32	0.53%
06 - Asian Pakistani	49	0.80%	53	1.01%	50	0.82%
07 - Asian Bangladeshi	2	0.03%	2	0.04%	3	0.05%
08 - Asian Other	11	0.18%	7	0.13%	9	0.15%
09 - Chinese	8	0.13%	4	0.08%	4	0.07%
10 - Chinese Other	1	0.02%	0	0.00%	1	0.02%
11 - Mixed Wh&Blck Caribbean	4	0.07%	2	0.04%	2	0.03%
12 - Mixed Wh&Blck African	9	0.15%	9	0.17%	9	0.15%
13 - Mixed White & Asian	7	0.11%	5	0.10%	6	0.10%
14 - Mixed Other	11	0.18%	12	0.23%	10	0.16%
15 - Black Caribbean	4	0.07%	1	0.02%	1	0.02%
16 - Black African	17	0.28%	17	0.32%	16	0.26%
17 - Black Other	8	0.13%	6	0.11%	7	0.12%
18 - Black Unknown	1	0.02%	0	0.00%	1	0.02%
19 - Ethnicity Unknown	3	0.05%	2	0.04%	2	0.03%
20 - Refused	12	0.20%	13	0.25%	14	0.23%
21 - No Return	478	7.83%	425	8.10%	685	11.28%
	6105	100%	5248	100%	6073	100%

Employees with a Disability						
	June 2007		June 2008		June 2009	
Disabled	173	2.83%	160	3.05%	154	2.54%
Not Disabled	5293	86.70%	4531	86.34%	5054	83.22%
Not Known	639	10.47%	557	10.61%	865	14.24%
	6105	100%	5248	100%	6073	100%

Gender Ratio						
	June 2007		June 2008		June 2009	
Male	1979	32.4%	1678	31.97%	1863	30.68%
Female	4126	67.6%	3570	68.03%	4210	69.32%
	6105	100%	5248	100%	6073	100%

TALKING WITH COMMUNITIES: CONSULTATIONS UNDERTAKEN IN 2009

The following consultations have been undertaken in 2009, these consultations have influenced the equality and diversity processes.

Corporate

- Neighbourhood Survey
- The Place Survey
- Contact Centre Surveys.
- Middlesbrough House visitors
- Interviewees
- Telephone survey
- Voiceover Surveys during 2009 covered the following topics:
 - Highway Maintenance
 - Town Centre
 - Libraries
 - Events in Middlesbrough.

Environment

- Taxi Forum
- Bereavement Forum
- Bus Users Forum
- Licensing Forum
- Environment DPD and Sustainability Appraisal consultation
- Healthy towns consultation.

Children, Families and Learning

- Multimedia project for young people 11 – 18
- Annual Pupil Survey
- Tellus4 survey
- Children's Workforce Development Council
- Myplace for young people in Middlesbrough
- Children's Trust – Crime and anti-social behaviour consultation
- Acklam Base school competition
- Primary Strategy for Change
- Building Schools for the Future
- Young People's Councillor - Youth Services
- National School Survey of Head teachers
- Survey of School Governors
- Acklam Base Competition – BSF
- Establishment of Single Roman Catholic School (Trinity) – BSF
- Children & Young People's Trust Priority Plan
- Young People's Planning Group
- Poor Attendance consultation based at Newlands School pupils aged 16.

- Impact of Flexible Entitlement (3&4 yr old education)
- Impact of Free for 2's (Early Education pilot for 2 year olds [targeted support]).

Regeneration

- Access to information for blind and visually impaired people – Libraries service
- Review of the Local Development Framework in Middlesbrough
- Your experience of the Council's planning and building control services – (for applicants)
- Your experience of the Council's planning service – (for objectors)
- Draft Middlesbrough Town Centre Strategy consultation
- Libraries quick poll – local authors
- Middlesbrough libraries quick poll
- Linthorpe Road consultation
- National Children's Book Festival – Children's satisfaction survey
- Youth Homelessness Strategy
- Social Housing allocations
- Landlords and letting agencies
- Grove Hill Regeneration programme
- Ormesby Hall conservation area
- Linthorpe Road conservation area.

Social Care

- Street Wardens Survey
- Shopmobility customer survey
- All Social Care groups - service users and carers
- Older People Partnership Board
- Physical Disability Reference Group
- Carers Improvement Partnership
- Domiciliary Care Group
- Residential Care Providers Group
- Senior Citizen Forum
- Older People Mental Health Partnership Board
- Mental Health Local Implementation Team – rotating co-chair at each meeting is someone with mental health issues
- Hearts and Mind Group (Mental Health and Mind lead)
- Green Light for Mental Health consultation event
- Carers consultation events
- Right to Control consultation event
- Learning Disability Open Partnership Board - ongoing consultation - every 8 weeks – rotating co-chair is a person with learning disability
- Recovery and Rehabilitation consultation
- Carers Strategy launch
- Heads of Service briefing every quarter - consultation with staff
- Departmental Day twice a year - consultation with staff
- Housing Forum
- DOLS (Deprivation of Liberty Safeguards) event.

Equality Impact Assessments Undertaken in 2009

Issue / policy subject to the EIA process	Date
In Control Programme	January 2009
Fit for purpose, aim and strategic priorities	January 2009
Local Area Agreement 2008 / 2011 – 2009 refresh	February 2009
Grants to the Voluntary Sector policy approach	March 2009
Integrated Complex Needs service	April 2009
Dyslexia Policy	April 2009
Playing Pitch Strategy	April 2009
Library fees and charges	April 2009
Harassment Discrimination and Bullying Policy	April 2009
Phased retirements	April 2009
School admissions criteria	May 2009
Town Centre Strategy	May 2009
Dial-A-Ride Service Review	May 2009
Safeguarding and CRB - Employees	May 2009
Integration of Health and Social Care teams	May 2009
Joint Working Assessment	May 2009
Corporate Asset Management Plans	May 2009
Corporate Procurement Strategy	May 2009
Physical Disability Strategy	May 2009
Consultation, redundancy, selection and appeals policy	June 2009
Albert Park dog control order	June 2009

Issue / policy subject to the EIA process	Date
Environment Service Plan 2009/10	June 2009
Central Services Plan 2009/10	June 2009
Regeneration Service Plan 2009/10	June 2009
Central Services Plan 2009/10	June 2009
Sustainability and One Planet Living principles	June 2009
University residents parking scheme	June 2009
Housing Capital allocation and prioritisation 2009/10	June 2009
Fair Price for Care	June 2009
Summer reading challenge	July 2009
Bookstart project	July 2009
Managing health, attendance and wellbeing policy	September 2009
Business Engagement Strategy	September 2009
Parking Strategy for Middlesbrough	September 2009
Registrars Office review	September 2009
Libraries Service review	September 2009
WMNT Succession plan	October 2009
Learning and Development Policy	October 2009
Brackenoe housing purchase	November 2009
Local list of buildings of interest	November 2009
Middlehaven parking charges	November 2009
Changing Places	December 2009
Brackenoe school site	December 2009
Captain Cook pub site	December 2009

Issue / policy subject to the EIA process	Date
Local List	December 2009
Contaminated Land Strategy	December 2009
Hemlington Hall development site	December 2009
Swedish Mission Field Development Brief	December 2009
Children's Centres Management review	December 2009
Middlehaven Parking Charges	December 2009
Joint Strategic Needs Analysis	December 2009
My Place Project	December 2009
Traffic Signal review	December 2009

GLOSSARY OF TERMS

BME	Black and Minority Ethnic
BVPI	Best Value Performance Indicator
CDG	Corporate Diversity Group
CMT	Corporate Management Team
DAP	Diversity Action Plan
DDA	Disability Discrimination Act
DES	Disability Equality Scheme
EIA	Equality Impact Assessment
ESAT	Electronic Self-Assessment Tool
EFLG	Equality Framework for Local Government
ESLG	Equality Standard for Local Government
GES	Gender Equality Scheme
JSES	Joint Single Equality Scheme
LSP	Local Strategic Partnership
LAA	Local Area Agreement
NIS	National Indicator Set
PMF	Performance Management Framework
RES	Race Equality Scheme
RMI	Racially Motivated Incidents
SES	Single Equality Scheme
SCS	Single Equality Scheme
SCI	Statement of Community Involvement