

**OVERVIEW AND SCRUTINY BOARD**

**Tuesday June 14<sup>th</sup> 2005**

<b>DIVERSITY ACTION PLANS MAY 2004-2005 YEAR-END REPORT</b>
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<b>LINDA MAUGHAN, HEAD OF HUMAN RESOURCES (CLIENT SERVICES)</b>
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**Summary**

1. To inform Scrutiny of the results of year-end monitoring relating to the Council's Diversity Action Plans 2004-2005 and the Diversity Action Plans for June 2005 – May 2008 for comment.

**Introduction**

2. "The Council values the diversity of the local population and seeks to reduce social exclusion by making its services, facilities and resources more responsive to community and individual needs. The Council recognises that its ability to meet these diverse needs is improved by having a workforce that reflects the community and has the skills and understanding to achieve the key strategic aims.
3. The Council is committed to providing structures, ways of working, communicating and managing which ensure that no service user (or potential service user), or employee experiences unfair discrimination and harassment and which actively promote productive working relationships. This commitment is based on the principle of valuing diversity through understanding and respecting individual differences (including: gender, age, ethnic origin, disability, family status and caring responsibilities, religion, sexual orientation, political affiliation and income) and maximising the unique contributions of individuals in all the Council's activities. Each directorate has produced a diversity action plan to improve and make services more accessible and responsive." [1]

## **Evidence / Discussion**

### **Monitoring against diversity objectives, May 2004 – April 2005**

4. The Diversity Action Plans for 2004/2005 contained 198 diversity objectives contained within seven Diversity Action plans for the following areas:
  - Regeneration
  - Environment and Neighbourhood Services (Environment)
  - Social Services (Social Care)
  - HBS
  - Education (Children, Families and Learning)
  - Central Services
  - Corporate
  
5. At 30<sup>th</sup> April 2005, the 198 objectives were broken down as follows:
  - 151 complete.
  - 23 completed and ongoing.
  - 16 rolled forward to the next 3-year Diversity Action Plans 2005-2008.
  - 7 objective targets have slipped past their deadline of April 2005.
  - 1 objective has been removed due to the housing stock transfer to Erimus on 15<sup>th</sup> November 2004.

### **Key achievements**

6. Some of the key achievements over the last year have been:
  - the installation of Prestige Network, a telephone language line for people whose first language is not English. This has been installed in the main customer service points:
    - Town Hall reception
    - Middlesbrough House
    - Rede House
  - the setting up of a Black Workers' Forum
  - the completion of a corporate communications strategy that embeds diversity into all communications that are fed through the organisation from the corporate centre
  - delivery of in-house training courses that raise the awareness of council and HBS staff on diversity and cultural awareness issues
  - introduction of a new mobile library vehicle accessible for all
  - an increase of 22% of Black and Minority Ethnic workers in Social Services (Social care)
  - introduction of five new courses in Adult Education specifically for ethnic minority communities
  - successful introduction of an assisted wheeled bin service for residents with mobility problems

7. A full year-end update of the seven Diversity Action Plans 2004-2005 is available in the Members Library.

### **Reviewing and reporting DAP objectives 2005-2008**

8. The Council has prepared a second Race Equality Scheme in response to the Race Relations (Amendment) Act 2000. It is a triennial plan, which states how the authority will achieve the General and Specific duties encompassed in the act to ensure that race equality is mainstreamed in all activities undertaken. In line with this, seven new Diversity Action Plans 2005-2008, have been produced documenting how the council will progress diversity in relation to:

- Race
- Gender
- Disability
- Age
- Religion and Belief
- Sexual Orientation
- Generic

9. There are 309 objectives identified for the next 3 years. Progress against each identified objective will be monitored and reported on a quarterly basis. The quarterly monitoring periods for the first year will be:

- June 2005 – August 2005
- September 2005 – November 2005
- December 2005 – February 2006
- March 2006 – May 2006

An update report will be produced after each monitoring period and presented to the Corporate Diversity Group.

At the end of each year an update on DAP objectives will be taken to CMT, Scrutiny and Executive to ensure Members and CMT are aware of progress made and any outstanding issues.

10. The Diversity Action Plans 2005-2008 are available upon request and a copy has been placed in the Members Library.

### **Conclusion**

11. For Scrutiny to note and comment upon this report.

[1] Corporate Diversity Policy 2005

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