

## OVERVIEW AND SCRUTINY BOARD

Tuesday 27<sup>th</sup> June 2006

<p><b>Diversity Action Plans 2005/08 Year-end Update Report for 2005/06 and Revised Diversity Action Plans April 2006 – March 2008</b></p>
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<p><b>LINDA MAUGHAN, DIRECTOR of HUMAN RESOURCES</b></p>
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### Summary

1. To inform Scrutiny of the results of 2005/06 year-end monitoring relating to the Council's Diversity Action Plans 2005/08 and to present the revised Diversity Action Plans for April 2006 – March 2008.

### 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."

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[1] *Middlesbrough Council's Corporate Diversity Policy 2005*

## **Evidence/Discussion**

### **Monitoring against diversity objectives, April 2005 – March 2006.**

4. The Diversity Action Plans for 2005/08 contained 309 diversity objectives contained within seven Diversity Action plans for the following areas:
  - Regeneration
  - Environment
  - Social Care
  - HBS
  - Children, Families and Learning
  - Central Services
  - Corporate
5. At 30<sup>th</sup> April 2006, the 309 objectives were broken down as follows:
  - 165 complete
  - 94 are on target
  - 31 have slipped and are rolled forward
  - 19 objectives have been removed over the last year for a number of reasons including:
    - objective proved immeasurable
    - objective set did not receive the funding expected
    - objective fell under another directorate and so picked up elsewhere
    - expected uptake was insufficient to sustain the objective's target set
6. Key achievements over the last year are detailed in Appendix A.
7. Full year-end 2005/06 updates of the seven Diversity Action Plans 2005/08 are available upon request from the author of this report.

### **Reviewing and Reporting Diversity Action Plan (DAP) Objectives 2005-2008**

8. The Council has in place a second Race Equality Scheme 2005-2008 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, the seven Diversity Action Plans 2005-2008, were produced documenting how the council will progress diversity in relation to the following headings:
  - Race
  - Gender
  - Disability
  - Age
  - Religion and Belief
  - Sexual Orientation
  - Generic

9. Progress against each identified objective is monitored and reported on a quarterly basis. The quarterly monitoring periods for 2005/06 were:
  - April 05 – June 05
  - July 05 – September 05
  - October 05 – December 05
  - January 06 – March 06
10. An update report is produced after each monitoring period and presented to the Corporate Diversity Group.
11. At the end of each year an update on DAP objectives is taken to CMT, Scrutiny and Executive to ensure Members and CMT are aware of progress made and any outstanding issues.
12. The revised Diversity Action Plans 2006-2008 are available in draft form upon request from the author of this report. They are virtually complete, subject to minor amendments that will not significantly affect the overall nature of the plans.

## **Conclusion**

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

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# Appendix A

## List of key objectives achieved during April 2005 – March 2006

Service area	List of objectives achieved
Regeneration	<ul style="list-style-type: none"> <li>▪ 98% satisfaction rate with Mela held in July 2005.</li> <li>▪ ‘Headers and Pirouettes’ for boys has taken place to encourage participation in art forms not traditionally accessed by key gender groups.</li> <li>▪ Christmas Pantomime had a signer available at one of the shows.</li> <li>▪ Three programming events completed in 2005/06 for older people (Kino Cinema, Silver Stars show, Tea Dances)</li> <li>▪ In re-engaging disaffected young people with education Creative Partnership- Gallery TS1 delivered in 4 schools.</li> <li>▪ Workshop Delivery &amp; Project Planning (WAPPA) training workshop took place including expert tuition on diversity issues and law, 8 artists attended.</li> <li>▪ ‘What’s On’ published by the Evening Gazette regularly.</li> <li>▪ All print will contain the Corporate strapline, i.e. translation.</li> <li>▪ 40 teachers attended ethnic jewellery making session to develop their awareness and skills in the use of arts/culture in overcoming perceived/real barriers for diverse groups to feel part of the community.</li> <li>▪ Community Cohesion Officer devised and delivered training to LSP Cluster Groups.</li> <li>▪ Implementation of all BME Network report recommendations before BME Annual General Meeting held in Nov 2005.</li> <li>▪ Standard diversity template provided to businesses and to be adopted as a condition of grant or other support to encourage local businesses to adopt a diversity policy.</li> <li>▪ Undertaken an Equalities Impact Assessment (EIA) on the 2005 Community Strategy.</li> <li>▪ Widen and deepen the reading experience of both individuals and communities. Completed 6 months early with 10 Events attended and 379+ new members gained. Target was 10 events and 60 new members. ‘Extended Languages’ books available for Chernobyl childrens visit.</li> <li>▪ An ethnicity category was added to the online membership form and 2 events held to promote use of Global Office Software to improve customer care and increase satisfaction with the Library service.</li> <li>▪ 19 staff trained on Sexual Orientation and Religion /Belief Legislation.</li> <li>▪ A day was organised for 'make a noise in libraries' week – to promote CCTV reader &amp; other services. This took place on 18th July 2005.</li> <li>▪ 4 promotional sessions have been held to promote the use of the Supernova Software.</li> <li>▪ 5 school placements have taken place to increase interest in librarianship as a career through school placements.</li> <li>▪ Two events delivered to gain a broader understanding of Middlesbrough’s African community.</li> </ul>

Regeneration Continued...	<ul style="list-style-type: none"> <li>▪ Developed a film project with young Asylum Seekers living in Middlesbrough.</li> <li>▪ Production of a temporary exhibition looking at the lives of navy wives in the 18 century with related workshops, particularly for single parents.</li> <li>▪ Successful 'Hammock Horrors' sleepover' at the Captain Cook Birthplace Museum to encourage contact with museums for children with limited access.</li> <li>▪ Two temporary exhibitions took place appealing to young adults.</li> <li>▪ 10 separate events completed and well attended bringing together different generations for activities and events for experience sharing.</li> <li>▪ Delivered Lindisfarne Gospels exhibition showing early Christian links to Middle Easter cultural beliefs.</li> <li>▪ Completed process mapping and improvement exercise jointly undertaken with Social Services and facilitated by HBS to improve service provision in accordance with ODPM good practice checklist to enable disabled residents to live independently in their homes for as long as possible.</li> <li>▪ An older member of the community became a member of the Staying Put Agency Advisory Group.</li> <li>▪ To review and assess the range of diverse groups involved at all levels with WMNT a database has been set up.</li> <li>▪ Process now in place to link in with other groups across the town to promote Inclusion &amp; Diversity.</li> <li>▪ Organised the 'Around the World' multicultural event aimed at appreciating the different cultures within West Middlesbrough.</li> <li>▪ To ensure 'Communication' methods are responsive to diverse needs key messages are in various languages such as Urdu, Punjabi – various other methods such as Braille etc are available when needed. In addition, suggestion boxes are now at 18 sites and updated regularly. Feedback sheets are displayed publicly at various sites for information.</li> <li>▪ Processes now in place recognizing the views and requirements of diverse communities within Project Development.</li> <li>▪ System established to monitor beneficiaries of projects and views of users.</li> </ul>
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<b>Service area</b>	<b>List of objectives achieved</b>
Central Services	<ul style="list-style-type: none"> <li>▪ To positively promote local inclusivity through Citizenship Ceremonies a Customer Service Satisfaction survey completed. 175 responses from a postal survey of 500. The overall satisfaction rate in relation to ceremonies was 97.5%.</li> <li>▪ Two trainees have Level I of British Sign Language to improve access services for the deaf.</li> <li>▪ A procedure has been written detailing the steps needed to ensure that, upon request, any material we publish can be translated into different languages or alternative formats (e.g. large print, audio tape etc) for Scrutiny.</li> <li>▪ All Scrutiny team members have received training in Race Relations (Amendment) Act 2000, DDA legislation awareness, age discrimination issues and undertaken diversity and cultural awareness</li> </ul>

Continued...	<p>courses.</p> <ul style="list-style-type: none"> <li>▪ Processes embedded to take into account disability issues when undertaking a Scrutiny review.</li> <li>▪ Ensured that new website meets the requirements of the DDA for compliance by accessibility requirements were included within the new website specification.</li> <li>▪ In connection with those executive processes to which the public have right of access, guidance for use within the Executive Office, a new section is being drafted into the Executive Manual for the inclusion of guidance for Diversity Issues. In addition, standard wording addressing diversity issues/access is now included on agendas for Executive Meetings.</li> <li>▪ All 9 Executive Members Office staff have completed DDA training and RRAA training. In addition, the Corporate Diversity Officer has delivered diversity training to team.</li> <li>▪ Two Civil Partnership open day events held on 22-10-05 &amp; 22-11-05 with first ceremony taking place on 31-12-05 &amp; 15 more bookings for next 6 months.</li> <li>▪ Corporate Complaints System (level I) went live in December 05.</li> <li>▪ Completion of a corporate action plan from the Language Needs Research.</li> <li>▪ Publication of the Race Equality Scheme and awareness raising.</li> <li>▪ Publication of the Corporate Diversity Policy and awareness raising.</li> <li>▪ Produced a draft Access Strategy.</li> <li>▪ Level 2 of the Equality Standard declared.</li> <li>▪ Diversity Stall at the Cleveland Show in July 2005, which was well attended.</li> <li>▪ To ensure that all council buildings inform in the appropriate BME languages three reception areas (Town Hall, Middlesbrough House &amp; Rede House) have Prestige Network – a telephone translation service is in place. Main external signage is in three languages.</li> <li>▪ Analysis of workforce completed by Human Resources (HR) to establish current percentage ethnic minority staff.</li> <li>▪ Processes are in place within HR to raise awareness of Equality &amp; Diversity issues across the service area and to meet the statutory obligations that MBC must meet.</li> </ul>
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<b>Service area</b>	<b>List of objectives achieved</b>
Environment          Environment Continued...	<ul style="list-style-type: none"> <li>▪ Appointment of an Assistant Road Safety Officer for 12 months to improve road safety skills and create better awareness for BME groups.</li> <li>▪ Service Promises now available in 7 different languages.</li> <li>▪ To improve information and access to services for BME groups, all Albert Park spring and summer leaflets advertising future events and General Park updates will be made available in English, Punjabi, Urdu, Arabic and Cantonese.</li> <li>▪ All warden information leaflets have been translated into all of the widely used languages within Middlesbrough and over 5000 distributed throughout the BME community.</li> <li>▪ Appointment of a BME and Asylum seeker Liaison Warden whose work has been recognised nationally. A training programme was undertaken May 05 for all wardens and warden packs have been distributed to 500</li> </ul>

	<p>homes.</p> <ul style="list-style-type: none"> <li>▪ Training has taken place to support ethnic food businesses in their management of food safety legislation.</li> <li>▪ Worked with partners such as Healthy Living in Middlesbrough, Middlesbrough Athletics Club and Middlesbrough Swimming Club to promote participation in council facilities for ethnic minority groups. For example, delivery of a 12 x 1hr cricket-coaching program targeting ethnic minority youths. There were 15 participants aged 10-16yrs all from the BME community.</li> <li>▪ Four voluntary asylum seekers wardens identified by September 2005 providing and promoting voluntary opportunities for asylum seekers.</li> <li>▪ System in place offering to disabled and older residents assisted collection of their wheeled refuse bin and bulky household items.</li> <li>▪ Provided Ladies Only gym sessions.</li> <li>▪ 100% access achieved for wheelchair users to access gravesides through paths being installed for all newly developed sections on virgin ground.</li> <li>▪ Provision of a programme to encourage more disabled residents to become more active with, Breath Easy, Mental Health, Residential and GP referral sessions.</li> <li>▪ Deliver two Gifted and Talented programmes attracting 12 disabled young people.</li> <li>▪ Increased the number of young disabled pupils receiving specialist sports coaching / teaching in the club environment.</li> <li>▪ 70 videos 'Older, Safer, Wiser', have been distributed through community groups and networks via various mechanisms targeting older persons with disabilities.</li> <li>▪ Engaging young people through delivery of activities for Boro Buzz. 1741 children took part in activities including swimming, Teen Tone Zone, Martial Arts – many activities were free.</li> <li>▪ Successful Sports Mela held on 16<sup>th</sup> July 2005 with approx 2,500 visitors.</li> <li>▪ Development of an Environment Diversity Group.</li> <li>▪ Disabled work experience person from the Shaw Trust is working two and a half days each week at Stewart Park.</li> <li>▪ Systems in place to utilise team briefing to cascade information as well as use of Official Notice Boards, following review of existing arrangements.</li> <li>▪ Ensuring the Diversity Action Plan is subject to self-assessment, scrutiny and audit.</li> </ul>
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<b>Service area</b>	<b>List of objectives achieved</b>
Social Care	<ul style="list-style-type: none"> <li>• Two mosque visits have taken place in Nov &amp; Dec 05 by Independent Living Centre (ILC) representatives to raise awareness and publicise (via leaflet drops) the targeting BME Communities and Faith Groups</li> </ul>

	<ul style="list-style-type: none"> <li>• Adapted Direct Payments Support Services to ensure cultural sensitivity of service allowing relatives living with person needing care to be paid for support services in exceptional circumstances. Increased take up of this service from 4 to 5.</li> <li>▪ Establishment of a Resettlement Officer in June 05 to help develop and implement a comprehensive resettlement programme in partnership with Housing Providers, Voluntary and STAT Agencies.</li> <li>▪ Provided information on Asylum Services on the Council Web-site including a “Question Board” for Council staff to answer queries/dispel myths about Asylum Seekers and Refugees.</li> <li>▪ Audited the current provision for the needs of BME service users with learning disabilities, to identify future requirements and produced an action plan to address identified service developments.</li> <li>▪ Database set up to monitor number of Asylum Seekers and Refugees experiencing racial abuse/harassment.</li> <li>▪ Established BME workstream of Mental Health Local Implementation Team (LIT), audited current provision/ barriers to access and produced an action plan to address identified barriers from previous 2004 audit for BME community accessing Mental Health Services.</li> <li>▪ Established minimum standards for recruitment and selection of translators and interpreters and established minimum standards for recruitment and selection of translators and interpreters - all T&amp;I staff are now trained to level II in the Community Interpreting Course.</li> <li>▪ Developed a scheme with the voluntary sector – Staying Put Project - for older people to promote and maintain independence and improve accessibility to Information and Advice Services.</li> <li>▪ All staff have undertaken assessment to receive training in Direct Payment and where eligibility for service through the Fair Access to Care (FAC) criteria is identified be offered direct payment.</li> </ul>
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<b>Service area</b>	<b>List of objectives achieved</b>
Children, Families and Learning	<ul style="list-style-type: none"> <li>▪ Provided English for Speakers of Other Languages (ESOL) programme for non-English speakers. The Adult Education prospectus also lists all ESOL programmes.</li> <li>▪ Set up Urdu and Community Interpreters (CI) courses.</li> <li>▪ Set up 10 ‘women only’ courses to provide gender specific courses.</li> <li>▪ Set up 10 ‘men-orientated’ courses to enhance take-up of courses by men.</li> <li>▪ 30 places available to provide age-related course for over 60s.</li> <li>▪ Learners’ Charter in place supporting all learners regardless of sexual orientation.</li> <li>▪ Sure Start Middlesbrough’s information available in an accessible form which will reflect the diverse culture of Middlesbrough.</li> <li>▪ Increased the number of men employed in early years and childcare provision in Middlesbrough.</li> </ul>
Children, Families and Learning Continued...	<ul style="list-style-type: none"> <li>▪ Appointed a Family Resource Co-ordinator for children and families with disabilities in Middlesbrough – part of the Early Start Programme.</li> <li>• Set up a focus group of parents from different religious beliefs to ensure that the religious beliefs of families are taken into account when</li> </ul>



<p>Children, Families and Learning Continued...</p>	<p>developing and delivering Sure Start Middlesbrough's services.</p> <ul style="list-style-type: none"> <li>• Promotional material is displayed in community facilities in 4 languages (English, Arabic, Urdu and Hindi) targeting wards with BME population to access E2E provision.</li> <li>▪ Encourage increased representation of fathers on governing bodies – 3 new fathers have been recruited to the Abingdon Road Governing Body.</li> <li>▪ New Management Information System (MIS) in place now to inform usage of services accessed by young people from BME groups.</li> <li>▪ Produced an integration plan for young people with learning and physical disabilities.</li> <li>▪ All E2E learners have new Council Equality and Diversity Policy training as part of induction programme.</li> <li>▪ Grants awarded to support the following: <ul style="list-style-type: none"> <li>• Refugees and asylum seekers</li> <li>• The Women's Support Network to provide support and advice to women and children experiencing rape, sexual abuse and violence</li> <li>• Middlesbrough Refuge to provide accommodation to women and children.</li> </ul> </li> <li>▪ Better publicity has led to an increased the number of referrals received from minority communities, communities of interest and hard to reach groups accessing Council grants.</li> <li>▪ Increased BME community member participation in Extended Schools. Activities included consultation, planning and participation.</li> <li>▪ Specific plans are in place to develop Extended Schools for children with disabilities.</li> <li>▪ Racist incidents &amp; bullying to become a priority in the 'Staying Safe' working group.</li> <li>▪ The Special Educational Needs (SEN) Policy is complete and posted on MGRID and an Equality Impact Assessment has been started on the document.</li> <li>▪ New guidance on Dyslexia and Autistic Spectrum Disorder produced. Both have been published, launched and well received in July 2005.</li> <li>▪ Increased level of support to children with disabilities within the BME community via the establishment of a BME Carers Support Group. The South Tees Disabilities Service Plan details the actions to be taken to meet the needs determined from user survey.</li> <li>▪ There are currently 83 young people at Transitional Stage. Work is ongoing to ensure their smooth transition to adult life.</li> <li>▪ To ensure all buildings DDA compliant, a draft Corporate Access Strategy is available and is out for consultation.</li> <li>▪ Baseline of Social Workers completed in line with the recruitment and retention of Social Workers aged 25-35.</li> <li>▪ Programme of workshops and Child Protection sessions completed to increase child protection awareness across all faith groups.</li> <li>▪ Support to gay/lesbian carers and adopters established.</li> <li>▪ Redefined the three current services – Ethnic Minority, Traveller &amp; Refugee and Asylum Seeker pupils, families and their schools - for the focused pupils into an overarching Minority Inclusion Service with a new</li> </ul>
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	<p>service manager.</p> <ul style="list-style-type: none"> <li>▪ Supporting the inclusion of Minority Ethnic young people into mainstream through the Middlesbrough Welcome Project &amp; Middlesbrough Inclusion Project.</li> <li>▪ To improve the quality of data available on the attainment of pupils from BME groups, individual pupil projections are produced for every pupil in Year 3 and above.</li> <li>▪ New appointment has taken place of an ethnic minority governor onto Newport Primary School encouraging local representation on governing bodies to match local diversity profile.</li> <li>▪ Increased the uptake of halal meat in schools and increased salad bar choices to accommodate religion/belief objective.</li> <li>▪ Launch of food in schools toolkit to assist Unit Supervisors and Healthy School Co-coordinators helping with obesity strategy and councils healthy schools projects.</li> <li>▪ Maintaining annual profile of service users for Study Support - monitoring now brought in line with academic year.</li> <li>▪ One BME panel member appointed, trained and in place increasing BME representation on appeal panels.</li> <li>▪ All SEN children are a top priority for school places and obtain their school of choice.</li> <li>▪ Children looked after achieve preference in obtaining school places.</li> <li>▪ DDA surveys in schools complete – each school is putting in place DDA Action Plans.</li> </ul>
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<b>Service area</b>	<b>List of objectives achieved</b>
HBS	<ul style="list-style-type: none"> <li>▪ Signs in place in a variety of languages in Middlesbrough House.</li> <li>▪ Prestige Network (telephone translation service) is in place in Middlesbrough House, Town Hall and Rede House.</li> <li>▪ To encourage staff to train in BSL to level 2, all 500 staff have completed a skills audit. An officer is in place to pull together a skills matrix of those staff.</li> <li>▪ New policy for Age, Gender, Religion or Belief and Work/Life Balance disseminated throughout customer services via Lotus Notes tile.</li> <li>▪ All Customer Services' managers have attended diversity training.</li> <li>▪ To ensure that all service users are aware of the services provided, display literature provided by the Council is in different languages &amp; large print to ensure accessibility.</li> <li>▪ Continuing to develop and implement new initiatives with particular attention to higher graded posts to improve workforce profile to reflect the makeup of BME community in Middlesbrough.</li> <li>▪ Formation of three new employee focus groups; for gay &amp; lesbian employees, disabled employees and BME employees.</li> <li>▪ Designed an in-house awareness-raising module on Religion or Belief Regulations. Module being rolled out.</li> </ul>
HBS Continued...	<ul style="list-style-type: none"> <li>▪ Completed a Council-wide Induction Evaluation project for the HR Client. Reviewed the 2 levels of Induction in MBC: a) the Corporate Induction and b) Service Level Induction checklists (plus the Guidance for Managers). 500 staff and 100 managers were contacted for</li> </ul>

	<p>feedback on how the induction process works in their Service Area. Heads of Service now looking at the feedback received for their Service Area to plan future actions to improve induction for new starters.</p> <ul style="list-style-type: none"><li>▪ Completion of a Manager's Induction Programme to raise awareness to key employment and diversity policies and procedures.</li><li>▪ Designed an in-house awareness-raising module on Sexual Orientation Regulations. Module being rolled out.</li><li>▪ Completion of Skills Training programme, by specialist provider, for nominated first contact officers for Harassment, Bullying and Discrimination.</li></ul>
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