

Single Equality Scheme

2010 - 2013



Stockton-on-Tees
BOROUGH COUNCIL



4th Edition

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Arabic

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528830 接洽 '多元化隊' (Diversity Team)

Mandarin

اگر شما این اطلاعات را به زبان یا شکل دیگری مثلا چاپ بزرگ یا بصورت صدا میخواهید لطفا با تیم دایورسیتی (گوناگونی) [Diversity Team] با شما ره 01642 528830 به تماس شوید

Farsi

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French

نه گهر حهزت لی یه نه م زانیاریه به ده ستت بکه ویت به زمانه کانی تر یان به شیوهیه کی تر بو نمونه چاپی گه وره/یان به تیبی تو مارکراو تکایه په یوه ندی بکه به 'تیمی دایفرستی' [Diversity Team] له سه ر ژماره ی ته له فون 01642 528830

Kurdish

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਬਣਤਰ ਜਾਂ ਬੋਲੀ ਵਿੱਚ, ਵੱਡੀ ਛਪਾਈ ਵਿੱਚ ਜਾਂ ਟੇਪ/ਸੀ ਡੀ 'ਤੇ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 'Diversity Team' ਨੂੰ 01642 528830 ਨੰਬਰ ਉੱਤੇ ਫ਼ੋਨ ਕਰੋ।

Punjabi

اگر آپ ان معلومات کو کسی بھی اور زبان یا انداز، مثلاً بڑے پرنٹ/آڈیو ٹیپ وغیرہ میں حاصل کرنا چاہیں، تو ڈائورسٹی ٹیم (Diversity Team) کو اس نمبر پر فون کیجئے 01642 528830

Urdu

A summary version of this document is also available. Please contact 01642 528830 or diversity@stockton.gov.uk

Foreword

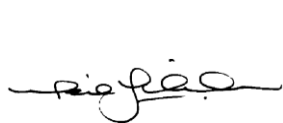
The Council is committed to the promotion of equality and diversity and ensuring that all its services are fully accessible to all Stockton residents. We will achieve this by removing both direct and indirect discrimination wherever it exists. We recognise that people may be disadvantaged because of their: age; gender; race, colour, ethnic, national, cultural or social origin; disability; religion and belief, or non-belief; marital status, family circumstances or caring responsibilities; sexual orientation; class, level of income or housing circumstances; or a variety of other circumstances and actively work to reduce and ultimately eliminate this disadvantage.

This Single Equality Scheme sets out how Stockton-on-Tees Borough Council will meet its aims as well as respond to its duties under the Race Relations Amendment Act 2000, the Disability Discrimination Act 2005 and the Equality Act 2006. It meets the requirement in each piece of legislation to develop a specific Equality Scheme, bringing the three areas together without losing focus on the specific needs of any community.

At present, although the Council is only required by law to publish a scheme or schemes about race, disability and gender, Stockton-on-Tees Borough Council's commitment to equality has always been wider. Our commitment, which predates the current Equality Bill also encompasses age, religion and belief and sexual orientation. The Council is committed to the equality agenda.

Equality of opportunity and respecting difference is key to service provision in Stockton-on-Tees. This is why we look beyond minimum requirements to build equality and diversity and remove disadvantage. Through work on the action plans integral to this scheme, we also aim to build better community relations and build confidence in the council.

We must all take responsibility to ensure that equality is embedded and integrated across the Council. Working in the public sector, we are best placed to lead the equality agenda and this is a challenge we will strive to realise. Stockton-on-Tees Council has enjoyed many successes in its work in diversity and we all will play our part in the continuation of this success.



Neil Schneider
Chief Executive



Councillor Ken Lupton
Leader of the Council



Councillor David Coleman
Cabinet Member for Access
and Communities

Executive Summary

This is Stockton's fourth Single Equality Scheme effective from April 2010 to March 2013, which will be reviewed on an annual basis. It brings together action plans for Race, Gender and Disability equality, thus meeting the Council's statutory duties in these areas. The scheme also goes beyond these three streams, setting out our approach to all aspects of diversity and ensure equal access to high quality services for all residents of Stockton. This is in line with the recent Equalities Review report and the report of the Commission on Integration and Cohesion which led to the recent publication of the Equality Bill. The Council is also committed to responding to all diversity related legislation and views a single equality scheme as the best mechanism for achieving this.

The new Equality Act supports this by streamlining the current equality and diversity agenda under one legislative vehicle. The Act which recently received royal assent further promotes equality, tackling discrimination in all its forms, including age discrimination, and introducing for the first time a single equality duty on public sector organisations. The strength of our approach in Stockton makes us best placed to meet the challenges of this new legislation. This scheme will be continually monitored and amended where necessary in line with the implementation timetable of the Equality Act.

The scheme is consistent with the 5 key themes and 4 underpinning themes of the Council Plan namely;

Key themes

- Economic Regeneration and Transport
- Environment and Housing
- Safer Communities
- Children and Young People
- Healthier Communities and Adults

Underpinning themes

- Stronger Communities
- Older Adults
- Arts and Culture
- Organisational Effectiveness

with specific actions for equalities identified. This ensures that equalities issues are set firmly at the heart of the Council's service planning arrangements, and as targets are written into service plans unique to individual services, ensures that equalities targets and actions are embedded across the Council.

The scheme also highlights how the Council has worked with and listened to its residents, how the results of these consultation exercises have fed into the development of action plans and also the need and commitment to the

ongoing consultation and involvement required to ensure the scheme is a success.

As well as delivering high quality services to all residents, the Council is also committed to being a model employer and as such this scheme outlines how we meet our varied duties in terms of recruitment and employment practices.

It is an ambitious and challenging agenda but one to which we are committed to ensure that all residents of the borough have equal access to the excellent services provided by the Council.

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Introduction: The Borough of Stockton-on-Tees

The place

Stockton-on-Tees is a diverse Borough located in over 20,000 hectares at the heart of the Tees Valley. It comprises an urban and rural environment with a number of towns and villages, each with its own distinctive characteristics, including Billingham, Stockton, Thornaby, Ingleby Barwick and Yarm. The area has a population of 191,900 (2008 estimates) and records the largest population increase of the Tees Valley Boroughs over the last twenty years; this rise is projected to continue and population trends suggest a total population of 209,900 by 2029.

The People

Despite having some of the most populous urban centres in the Tees Valley the population growth figures are unevenly balanced across the area; with growth being driven in the south of the Borough, and particularly within the new Ingleby Barwick community. Projections show that the resident population will age sharply in the next ten years. There will be a 62% increase in the number of people at retirement age; this will be coupled with a slight decrease in the number of children and people of working age. In addition to this there will be a more prolific increase in the over 80 age group.

In 2008 there were 7,000 people over the age of 80; this is expected to rise to 14,200 in 2020, an increase of 103%. The overall growth disguises these significant shifts in the population structure; for the council these changes will lead to rising demand for some public services such as housing, planning and adults' social care, and infrastructure pressures in the south of the borough where most of the growth is situated.

Stockton-on-Tees has a wide social and economic mix, with areas of significant disadvantage situated alongside areas of affluence. This is illustrated in the Indices of Multiple Deprivation (2007) which have shown that 14% of Lower Super Output Areas (small geographical areas typically consisting of 1500 people) within Stockton are in the 10% most deprived nationally and that 22% of the Lower Super Output Areas are in the 20% least deprived nationally. 2.8% (Census 2001) of the borough's population is made up of Black and Minority Ethnic communities (this is an increase of 1.2% from the Census 1991). The area is culturally diverse with over 70 languages spoken within the Borough.

The Local Strategic Partnership: Stockton Renaissance

Stockton Renaissance, the Local Strategic Partnership, brings together representatives from the public, private, voluntary and community sectors to drive forward the longstanding and shared policy platform of promoting achievement as well as tackling disadvantage. The Sustainable Community Strategy helps to secure more jobs, better education, improved health, reduced crime and better housing. Renaissance partners have a keen

interest in ensuring all residents of the Borough have equal access to their services and are not discriminated against for any reason. With this in mind, public sector partners across Renaissance have developed their own equality schemes and are working to help secure the aims and objectives outlined within this strategy. Coordinating activity to promote equality and diversity across all providers is a key challenge for Renaissance which is being tackled with enthusiasm and commitment. Many successes have already been achieved including the approval of a multi-agency Community Cohesion Strategy and the successful completion of its year one action plan as well as a number of successful multi-agency consultation events. Moving forward, greater strategic coordination of diversity activity across the partnership is a key aim for the short to medium term.

The Council

The Council Plan sets out the key objectives of the Local Authority for the next three years and forms a business plan for achieving the Council's contribution to the borough's Sustainable Community Strategy. The Council Plan also forms the overarching framework for delivery of individual service improvement and delivery plans, which set out in detail how the Council will provide key services and contribute to the key Sustainable Community Strategy themes. It is within the overall context of "promoting achievement and tackling disadvantage" that we work to eradicate the inequalities of resource and opportunity which prevent many of the people living in the Borough from participating in a culture of achievement.

The Council operates a Leader and Cabinet model with Scrutiny Committees. At the last Council elections in May 2007, no single party was able to form an administration. This led to a new 'Power Sharing' administration consisting of five Labour and four Conservative executive members. The Leader of the Conservative Group became Leader of the Council and membership of committees is politically balanced. Cabinet portfolios are matched by a series of scrutiny committees with a focus on policy development with an Executive Scrutiny Committee to monitor the overall work programme. The Council's equality and diversity activities are the responsibility of the Cabinet Member for Access and Communities whose portfolio includes diversity, equality and community cohesion. Key supporting policies such as those relating to recruitment and employment are driven by the Cabinet Member for Corporate Management and Finance.

The Council works in partnership with other public services within the borough, across the Tees Valley and beyond. This scheme applies to the Council's services and Xentrall only and a full list of the functions this scheme applies to can be found in the appendices. Council housing is managed by an Arms Length Management Organisation, Tristar Homes Ltd. Tristar has its own equality and diversity policies and procedures, which are complementary to this scheme and the Council's overall approach. Leisure Services are provided by a Leisure Trust, Tees Active Ltd who work to The Equality Standard, A Framework for Sport.

Strategic Context of the Council

Stockton-on-Tees Borough Council and its partners in Renaissance, have a shared, three-fold vision for the future of the borough:

- Stockton-on-Tees driving economic renaissance at the heart of a vibrant Tees Valley City Region
- An enhanced quality of place, including renewed town centres and improved local neighbourhoods
- Enhanced well being and achievement for local people.

The vision will be achieved by the Council and its partners concentrating on identified priority improvement themes, namely:

Economic Development and Transport, where the Council and its partners will work together across the Tees Valley to raise employment levels, strengthen the knowledge and skills base, create a more entrepreneurial culture, ensure vibrant and successful town centres and underpin this with improved transport links both within the borough and the wider area.

Environment and Housing, with a focus on improved waste management, better open spaces, tackling climate change, improving housing and ensuring good quality design in new developments.

Safer Communities will be developed through tackling crime, anti-social behaviour and reducing the impact of alcohol and drugs misuse.

Children and Young People will enjoy better health and well being with inequalities and disadvantage experienced by some children being tackled.

Healthier Communities and Adults. Health inequalities will be reduced through improved access to health facilities and promotion of healthy living. Care and support for older people and vulnerable adults within our communities will also be provided, with increased choice and input for service users.

Supported by:

Stronger Communities, will see the diversity of people's backgrounds appreciated and positively valued. This will happen through stronger community involvement and engagement, promotion of equality of opportunity and myth busting to reduce tensions.

Older Adults. Building on our current success, people will grow older with dignity, ensuring they have choice and access to services and facilities. Personal wellbeing will be improved through high quality health and social care, life long learning, leisure and cultural activities.

Arts and Culture will be used to promote quality of life and pride in the borough.

The Single Equality Scheme underpins and cuts across all themes and actions identified within both the Sustainable Community Strategy and the Council Plan, ensuring that all residents of Stockton on Tees benefit fully from the range of initiatives being put in place to improve the local area.

The Council operates a competency scheme which identifies the skills and behaviours it expects from all its staff, these include:

- Communication:** Employees will express ideas and information clearly in a way which helps people understand.
- Flexibility:** Employees adapt to change and work effectively in a variety of situations.
- Making things happen:** Employees take responsibility for personal organisation and achieving results.
- Learning & developing:** Employees actively improve and develop new skills and knowledge, learning from past experience.
- Putting customers first:** Employees put the customer first and provide excellent service, to both internal and external customers.

A training programme has been delivered in line with core competencies to ensure equalities are embedded throughout the competency framework and provide an opportunity for officers to demonstrate how they promote the agenda in all aspects of their work. For example, providing flexible services for different groups of people or ensuring high quality communication through the use of translation services or hearing loop systems. Managers have additional competencies within their framework to ensure that their teams are operating effectively not least the specific requirement to effectively manage diversity. This is underpinned by diversity training being embedded throughout the Council's Management Development Programme.

In December 2008 the Council successfully passed an IDeA peer assessment which confirmed our performance at level 3 of the Equality Standard. The IDeA recognised the Council as performing extremely strongly at this level and was particularly praising of the Council's leadership and corporate commitment, excellent levels of resident and community involvement and ownership of the diversity agenda and the huge strides made in implementing single status and equal pay. Despite being incredibly positive, the report made a number of recommendations for further improvement which will see the Council continue on its journey towards excellent. These have been considered and where appropriate included in the action plan to this scheme.

The Equality Standard has now been replaced by the Equality Framework for Local Government. The new Framework has been developed by the IDeA to be more flexible, better linked to public sector duties and the CAA framework

and following criticism of the old standard, aims to be less repetitive and allow greater adaptability to local circumstances. The Framework has only three levels (emerging, achieving and excellent) and due to the peer assessment the Council been confirmed as 'achieving'.

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Key Diversity Statistics

These figures provide a snapshot of diversity in Stockton-on-Tees. Further more detailed information can be found on the Council's website at www.stockton.gov.uk/equalityanddiversity

Race and Ethnicity

In the Census 2001, the majority, 173,480 (97.2%) of the borough's population are white, with 1,990 (1.1%) of the population being Pakistani and the remainder being from mixed or other backgrounds. The BME population in Stockton has increased from 1.6% in the Census 1991 to 2.8% in the Census 2001. These figures must be interpreted with caution because they may not give a fully accurate picture as there was no option to choose 'Mixed Race' in the Census 1991. These figures do not include all asylum seekers and refugees in the Stockton area.

The non-white communities in Stockton are largely concentrated in the Parkfield and Oxbridge and Town Centre wards of the borough. Billingham Central and East have the least proportion of non-white population in the borough; there is a growing non-White community within the rapidly developing wards of Ingleby Barwick.

The largest non-white group is the Pakistani community. Variations exist in educational attainment of different ethnic groups in Stockton, as is the case nationally. However, 2008 GCSE results show that attainment for Pakistani pupils has improved at a faster rate than others, moving ahead of the borough average.

Gender

The balance of males and females within the borough is fairly evenly split with 49.6% of the population being male and 50.4% female. The gender differences within Stockton follow the same patterns as the national trends with less female children and more elderly women. However, the workforce of the Council does not reflect this balance, with 76% of the workforce being female and 24% male. The Council is one of the best performing in the Country in terms of women in senior management positions and in line with the national picture; girls in our schools tend to perform better than boys.

The Trans community's (terms for people whose gender identity and/or gender expression differs from their birth sex) needs must be accounted for and whilst there is no data available outlining the numbers of transgender residents of Stockton it is important to ensure relevant and appropriate services are available for this particularly vulnerable client group.

Faith and Belief

In Stockton-on-Tees, the Census 2001 showed that 81.6% of people (145,000) define themselves as Christian; this is a higher rate than the England average, where 72% of people define themselves as Christian. 10% of residents (18,000) define themselves as having no religion and 1.4% (2,500) define themselves as Muslim. Over 11,000 (6.3%) of people in Stockton did not state their religion; a lower rate than that observed nationally and regionally.

Disability

Stockton has a higher percentage of permanently sick and disabled people and people who consider themselves to have a long-term limiting illness than the national average. 7.1% of Stockton's residents are permanently sick and/or disabled; this is higher than the national average which stands at 5.3%. 19.9% of residents (35,438 people) are living with a limiting long-term illness in Stockton-on-Tees compared to 17.9% nationally (Census 2001).

There are an estimated 500 adults with a severe disability and nearly 3000 adults with a mild disability. There are 200 children with a disability receiving services through the local authority and in combination with Health Services in addition to approximately 960 children with a statement of special needs.

Age

In line with national population trends, Stockton expects to see a major change in age of the population by 2029 (as indicated by the population projections from the Office of National Statistics).

The projections show that the number of children in the borough overall is projected to remain fairly stable but general population rises in the affluent areas of the south of the borough will see numbers of children and young people rising in these areas. This will be offset by the numbers of working age people decreasing by 2% and a large (62%) increase of older people, those of retirement age.

Sexual Orientation

We estimate that there are between 9,000 - 13,000 residents in the borough of Stockton-on-Tees who are lesbian, gay or bisexual (estimates based on national figures).

There were 7,169 civil partnerships (3,824 male and 3,345 female) formed in the UK in 2008, a fall of 18 per cent compared with 2007. The North East had the lowest number of partnerships in England with only 444 partnerships, with 30 (16 male and 14 female partnerships) in Stockton. The gap between the proportion of male partnerships (62%) and female partnerships (38%) was greatest in England.

The duty to promote equality

What is the duty to promote equality?

Local authorities have the duty to promote equality throughout the organisation and within the local communities which they serve. It is the responsibility of councils to consider the equality impacts when producing any new policy or large project. The new Equality Act places a Single Equality Duty on all public sector bodies, although this does not come into force until 2011.

Existing legislation outlines three duties to promote race, gender and disability equality.

Race

The duty was detailed in the Race Relations Amendment Act 2000 and includes both a general and specific duty.

The General Duty as set out in section 71(1) of the Act, requires a public authority in carrying out its functions to have due regard to the need to:

- Eliminate unlawful discrimination
- Promote equality of opportunity
- Promote good relations between different racial groups.

The Specific Duties are set out in articles 2(3) and 2(4) of the Race Relations Act 1976 (Statutory Duties) Order 2001 which states that a public authority should develop a race equality scheme which highlights:

- Those of its functions and policies, or proposed policies, which it has assessed as relevant to its performance of the duty imposed by section 71(1) of the Race Relations Act and its arrangements for:
 - assessing and consulting on the likely impact of its proposed policies on the promotion of race equality
 - Monitoring its policies for any adverse impact on the promotion of race equality
 - Publishing the results of its assessments, consultation and monitoring, providing public access to information
 - Training staff in connection with the duties

The Race Equality Scheme must be reviewed every three years.

Disability

The **General Duty** requires the Local Authority to:

- Promote equality of opportunity between disabled persons and other persons
- Eliminate discrimination that is unlawful under the Act
- Eliminate harassment of disabled persons that is related to their disabilities

- Promote positive attitudes towards disabled persons
- Encourage participation by disabled persons in public life; and
- Take steps to take account of disabled persons' disabilities, even where that involves treating disabled persons more favourably than other persons.

This general duty provides a framework for the council to carry out their functions more effectively and to tackle discrimination and its causes in a proactive way. It requires us to adopt a proactive approach, mainstreaming disability equality into all decisions and activities.

The **Specific Duties** require the Local Authority to:

- Publish a Disability Equality Scheme demonstrating how it intends to fulfil its general and specific duties.
- Involve disabled people in the development of the scheme which outlines:
 - They way in which disabled people have been involved
 - The authority's methods for impact assessment
 - Steps which the authority will take towards achieving the general duty
 - The authority's arrangements for gathering information in relation to employment, education and service delivery
- Deliver the scheme within three years, unless it is unreasonable and impractical to do so

Gender

The duty to promote Gender Equality was issued under the Equality Act 2006 which amended the Sex Discrimination Act of 1975, in a similar vein to Race and Disability legislation, it contains both a general and specific duty:

The General Duty on all authorities is when carrying out their functions, to have due regard to the need to:

- eliminate unlawful discrimination between women and men
- to promote equality of opportunity between men and women

The Specific Duties are as follows:

- to prepare and publish a gender equality scheme, showing how it will meet its general and specific duties and setting out its gender equality objectives,
- in formulating its overall objectives, to consider the need to include objectives to address the causes of any gender pay gap,
- to gather and use information on how the public authority's policies and practices affect gender equality in the workplace and in the delivery of services,
- to consult stakeholders and take account of relevant information in order to determine its gender equality objectives,
- to assess the impact of its current and proposed policies and practices on gender equality,

- to implement the actions set out in its scheme within three years, unless it is unreasonable or impractical to do so,
- to report against the scheme every year and review the scheme at least every three years.

Whilst existing legislation confers duties only for race, gender and disability equality, the Council has, well in advance of the Equality Act, been promoting equality of opportunity for all and implementing all relevant legislation and best practice guidelines.

Age

The Employment Equality (Age) Regulations 2006 came into force on 1st October 2006. They apply to employment and vocational training, and prohibit unjustified direct and indirect age discrimination, as well as harassment and victimisation on grounds of age. The regulations (which do not affect the age at which people can claim their state pension):

- ban age discrimination in terms of recruitment, promotion and training.
- ban unjustified retirement ages of below 65.
- remove the current age limit for unfair dismissal and redundancy rights.

They also introduced:

- A right for employees to request working beyond retirement age and a duty on employers to consider that request.
- A new requirement for employers to give at least six months notice to employees about their intended retirement date so that individuals can plan better for retirement, and be confident that "retirement" is not being used as cover for unfair dismissal.

The Council is implementing these regulations through its Human Resources function and employment practices to ensure no current or potential employee experiences discrimination as a result of their age. However, the Council is also committed to ensuring that no member of the community experiences any such discrimination in all aspects of their lives and has equal access to the services provided by the Council. As such, the Council has developed an Older People's Strategy through consultation with older people and their representatives, focussing on four key areas of priority:

- Older people will be at the heart of community leadership and community development
- Older people will be an important part of local, welcoming communities that provide a safe, positive environment for people of all ages
- Older people will have real choice about the services they use, and control over how they use them, and services will be accessible equitably by all
- Older people will have opportunities, all the time, to improve their personal well-being.

A number of organisations within our Local Strategic Partnership will help address the necessary actions

Faith & Belief

As a result of the Employment Equality (Religion or belief) Regulations 2003, it is unlawful to discriminate against an employee on grounds of their religion or belief. These regulations prevent the indirect and direct discrimination as well as harassment and victimisation of an individual and have been implemented across Stockton-on-Tees Borough Council.

In the wider community, the Council and its partners have tended to consider race and faith together and indeed representatives of different faiths have been involved in the development of this scheme to date. Work will continue with the community to further develop understanding of the issues and consideration given to how best to address any faith based discrimination identified. Also we will work to further develop our understanding of the issues surrounding belief. Appropriate actions for faith and belief will be developed through the implementation of this scheme.

Sexual Orientation

Gay men, lesbians and bisexuals are protected at work by the Employment Equality (Sexual Orientation) Regulations of 2003, which in a similar way as faith regulations, prevents discrimination and harassment at work as a result of sexual orientation. Stockton-on-Tees Borough Council has implemented these regulations and works to ensure no discrimination takes place amongst its workforce.

The Equality Act (Sexual Orientation) Regulations, introduced in 2007 made it illegal to discriminate against people on the basis of their sexual orientation when providing goods and services. The Council is committed to creating a borough where all residents have equal access to its services and events and feel accepted and valued as citizens. As such renewed efforts will be made to consult and involve gay, lesbian and bisexual residents of Stockton in the development of services. This will be done in consultation with existing community groups, resources and voluntary agencies.

In the wider community the Government estimates that approximately 5% of the population are either gay men, lesbians or bisexuals although figures are not clear as no national census has requested data on sexual orientation. This would potentially equate to over 9,000 Stockton residents.

There is not a strong "gay scene" in Stockton, and that in nearby Middlesbrough is still relatively small compared with other urban areas such as Manchester, Liverpool or even Newcastle-upon-Tyne. However, the local college and university campus are organising activities for lesbian, gay and bisexual students.

What have we achieved so far?

Stockton on Tees Borough Council has made significant progress in improving its equality and diversity provision.

We have been confirmed as “achieving” against the Equality Framework for Local Government by virtue of successfully passing an IDeA peer review, where the IDeA acknowledge our performance as being particularly strong.

Key elements of our success include:

- A comprehensive training offer for staff which has led to well over 1,000 employees being trained, this includes:
 - Corporate programme with 3 levels of training specially focussed at senior managers, team leaders and all employees
 - A telephone interpretation training programme has been delivered which, as well as providing staff with the practical skills to access interpreters in 150 languages through National Interpreting Service
 - Specific training on Equality Impact Assessment delivered with community representatives
 - Bespoke and tailored training provision delivered in key areas
 - High quality and specialist social care diversity courses
 - Diversity embedded across whole corporate training programme including new Management Development Programme
- Successful publication of three editions of our Single Equality Scheme with well over 90% of targets delivered in the three action plans. This is in line with the Council’s overall high levels of performance
- Implementation of a new Offensive Incident reporting procedure now enables council staff and local residents to report incidents that may not require Police or enforcement action. This is being increasingly used to monitor and identify patterns of racist or other hate based incidents.
- The establishment or support of robust community involvement arrangements including a Disability Advisory Group, BME Network and Faith Network. These groups, coupled with a number of successful large scale consultation events has led to well over 400 local people planning and monitoring the Council’s approach to diversity
- The launch of a new and comprehensive approach to Equality Impact Assessment and amendment of the Council’s Constitution to enshrine their requirement before any significant policy change or service development,
- A significant regional presence which has seen the Council leading the development of revised procurement practices across the North East to embed equality and diversity in all council procurement activities

- The Council holds the two ticks symbol, organisation wide Investors in People status and is one of the highest performing nationally for numbers of women in senior management positions and the employment of disabled people
- Successful completion of an equal pay review and moved all staff onto single status
- Leading the development of the LSP wide Community Cohesion strategy and supporting the embedding of diversity and cohesion activities across all our partners

Further evidence of our success can be found at:
www.stockton.gov.uk/equalityanddiversity

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How Have We Developed the Scheme?

This scheme has been developed collaboratively and is the result of consultation and involvement with local people as well as Members and officers of Stockton-on-Tees Borough Council.

Equality Impact Assessments

Equality Impact Assessments are carried out on all new proposed policies, especially where these involve significant changes to policy or service delivery. Also, EIAs are carried out retrospectively on existing policies and services as well as being a key component of the Council's ongoing Efficiency, Improvement and Transformation (EIT) review processes. Equality Impact Assessments result in an action plan to address any issues or further improve the services under review. These assessments have been crucial in the development of this scheme.

Surveys

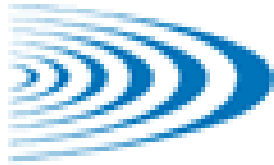
The Council is data rich and uses the information collected from resident surveys to inform policy making and Council decisions. Satisfaction levels give an indication of how effectively we are delivering services to our residents and often can be broken down by diversity strand to identify any disparities between respondents. There are two main surveys which are completed biennially, the MORI Survey and the Place Survey. Both surveys provide an insight into what our residents think about the Council and are imperative to understanding how we can improve service delivery. By breaking down the results by diversity strand we can highlight any disparities in the results which can suggest areas for future action.

Tell Us What You Think Events

To supplement our excellent ongoing consultation activities, the Council has also developed a raft of diversity specific consultation, notably Tell Us What You Think events. These are large scale public consultation events where the Council invites residents to give their views. Typically on hand are over twenty Council and partner services representing the wide range of services on offer in the borough to receive delegates and capture their views. So far four events have been held focussing on race, disability, faith and belief and Lesbian Gay Bisexual and Trans which have ensured over 400 local people have been directly involved in planning the Councils approach to diversity in this way

Networks

The Council supports a number of diversity related networks for local people to get involved, notably the BME network, Disability Advisory Group and Faith Network. These give local people the opportunity to get involved in the development and delivery of diversity policy on an ongoing basis. In addition, a special network oversees and acts as critical friend for the Councils Equality Impact Assessment activities.



Stockton-on-Tees
BOROUGH COUNCIL



Quality Service Provision

Introduction

The Council is committed to delivering world class public services which meet the needs of the borough's residents. Services are reviewed regularly and all such reviews are informed by considerable levels of service user involvement. The Council's approach to user involvement has been highlighted as good practice for some years and consistently praised by the Audit Commission. Community involvement can be seen in the planning of services and mechanisms such as the Council's residents panel and biennial resident survey are at the heart of service planning and delivery.

To further support this commitment the Council has developed a detailed and comprehensive Equality Impact Assessment process which can easily applied to service and policy assessments and equally valid for forward looking assessments and those of existing services.

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Equalities Impact Assessments

Equalities Impact Assessments are a crucial mechanism for ensuring the embedding of equalities and diversity across the Council. Impact assessments are carried out covering all 6 equality and diversity strands (race, religion, disability, age, gender and sexual orientation) and identify both good practice as well as areas where our performance in diversity could be improved.

The assessments are based on a variety of data held by the Council to give as full a picture as possible of the impact of individual services and policies and, where weaknesses are identified ensure that they are addressed in the shortest possible timeframe. In line with statutory requirements our equality impact assessment process is applied to both new policies as well as targets for assessing existing policies and functions being agreed. A number of staff have been trained across services to maximise the use of all staff in Equality Impact Assessing. The Equality Impact Assessments carried out within the sections then translate into target setting within the Service Improvement Plans.

There are a number of practical resources dedicated to Equality Impact Assessments; the Corporate Diversity Working Group is looking to further strengthen these and make the process more challenging. Current resources include:

- Equality data profiles
- Training
- Proforma
- Support from the corporate Diversity Team
- Member 'champions'

Impact assessments – new policies and practice

Where decisions require Cabinet approval, the outcome of the impact assessment is included in reports. Where decisions require a “delegated decision” to be recorded the outcome of the impact assessment is included on the appropriate record. Both reports to Elected Members and delegated decision records are available on the council’s website. Equality issues are also embedded within the Council’s constitution.

All impact assessments are carried out by services, with appropriate support and challenge from the council’s Diversity Team. The results of impact assessments are published on the council’s website.

A small team of officers, on behalf of the Corporate Diversity Working Group, check all equality impact assessments to quality assure. They support staff in completing them where necessary, including training, helping with data analysis and so on.

It is essential that the community are involved in the Equality Impact Assessments process and there has been progression in this area with work through the Disability Advisory Group. The Stockton Residents Community Groups Association has formed a reference group consisting of local residents who scrutinise EIAs and identify any improvements which could be made to the documents.

Impact Assessments – Efficiency, Improvement and Transformation (EIT)

Equality Impact Assessments are a key element of the Council's EIT programme and will be carried out when reviews reach the option appraisal stage. This will ensure that new policies, procedures and ways of working still benefit the most vulnerable members of our community. So far EIAs of the year one EIT programme have demonstrated positive impact for residents.

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Ensuring Equality of Access to Quality Services

The Council is committed to ensuring that all residents and potential service users have equal access to information and services, provided by trained, efficient and helpful staff and which are consistent and appropriate to their needs.

A range of facilities are already available to help people access information and services from the Council:

- Telephone interpretation (over 150 languages)
- Face to face interpretation by prior arrangement, including sign language
- Transcription into a variety of formats such as Large Print, Braille and audio
- Translation of written documents on request

All services have access to face to face interpretation, transcription and translation services and the telephone interpretation service. Training in the telephone interpretation service is ongoing, with almost 500 people already trained.

The Council's Access to Services strategy and Customer First programme includes equalities and diversity issues. The Access to Services Strategy includes ensuring that new contact centres (both walk in and telephone) are fully accessible to all groups.

The Council's Customer First Stage 2 Programme, which has now come to a close, included a Criterion (5) relating specifically to Service Equality. This included common objectives such as staff training in telephone translation and transcription services, undertaking equality impact assessments, ensuring hearing loops were installed and operational at reception points and reporting of offensive incidents. (All services achieved the Stage 2 'Excellent' Standard by August 2009.)

We are now building on the success of Customer First by aiming to achieve the Governments Customer Service Excellence Standard by August 2010. An additional Criterion (6) Service Equality has been included within the standard structure of the programme. Reviewed and developed, it contains clear links to Criterion 5 of the Customer First Stage 2 Programme.

All council buildings have been audited for compliance with the accessibility criteria in the 1995 Disability Discrimination Act, and conform using Document M of the Building Regulations as guidance. Ongoing improvements have seen the development of much improved accessible toilet facilities and the installation of accessible press pads in the Council's main Municipal Building offices.

Equalities Training for Staff and Councillors

The Council provides training to staff on a range of equalities related issues and will continue to roll out the existing programme of training. The programme includes:

- Diversity essentials for all staff
- Diversity for managers
- Diversity for councillors and co-opted members
- Specific courses on age, disability, gender, race, religion and sexual orientation
- Cultural awareness

The corporate Diversity Team are working with Organisational Development to review staff inductions and the diversity element of other courses. Training needs are identified through annual appraisals of all employees. Equalities and Diversity are now embedded in our organisational values and the competency framework. In addition to this bespoke training is available to services and partners, to cater for particular needs / specialisms. For example a number of specialist services within CESC provide a range of highly regarded training related to specific disabilities.

Equality and Diversity is included in the induction of new elected members. All Elected Members have signed the Model Code of Conduct which is based on the general principles of conduct both of which include obligations to promote equality.

We evaluate the quality of our training through attendee feedback and are seeking ways to link training outcomes with customer satisfaction and behavioural changes in our staff.

Procurement

The European Union and Government are committed to developing public sector procurement to promote greater equality and diversity in our communities and have developed both legal arrangements and guidance to help ensure this happens. There is great scope for improving public sector procurement to achieve greater equality through:

- ensuring suppliers comply with equality requirements, including discrimination law and family friendly legislation
- ensuring that contracts for delivering services meet the needs of diverse communities
- promoting the engagement of businesses led by people from disadvantaged groups

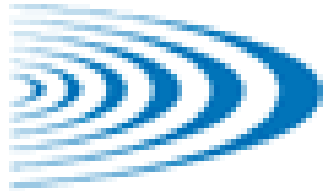
Diversity and inclusiveness in public sector procurement is an issue of great importance and the Council is already committed to procurement processes that eliminate unlawful discrimination and promote equality of opportunity. Following the conclusion of the Discrimination Law Review and in advance of the Equality Act receiving Royal Assent, further improvement to the processes have been driven through regional work to harmonise documents and ensure an effective approach to assessing potential contractors / service providers. This has seen a complete overhaul of both the Pre Qualification and Invitation to Tender stages of the procurement process, work which was driven at the regional level by Stockton officers. Contract monitoring is already in place, however, this will be strengthened, particularly when looking at contractor performance, as work on standard terms and conditions is carried out in a regional forum.

Partnership Arrangements

Equality and diversity are central to the core business of the council and it is important that anyone the council works with respects similar values. As part of this a compact has been drawn up for Renaissance and the Voluntary and Community Sector. The Compact links with this scheme and recognises equality is a key issue for Renaissance and the Community and Voluntary Sector, acknowledging the importance of promoting equality of opportunity for all people. In addition, the agreed undertakings by the Voluntary and Community Sector include putting in place and adhering to policies for promoting best practice and equality of opportunity in all matters related to volunteers and service provision. Further to this, roles and responsibilities which embed equality are being developed.

The Council have put in place a Partnership Guidance Manual that makes it clear that a certain standard of conduct is expected and each partnership is expected to develop its own ethics, standards and culture. Council representatives within the partnership are also subject to Codes of Conduct, such as Equal Opportunities Standards, Dignity at Work, Confidential Reporting and so on.

The Children's Trust in its commitment towards diversity has formally accepted the Every Disabled Child Matters agenda and is monitoring progress towards full conformance of this.



Stockton-on-Tees
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Employment

The Council as an employer

The Council is one of the largest employers in the borough and has committed itself to the highest standards of equality and diversity related policies and practices, some of which are detailed below. The Council is also committed to working towards ensuring that its workforce is reflective of the diversity of the borough's residents.

Equal opportunity policies

The council has a range of employment related codes of practice and equal opportunities policies including:

- Codes of Practice in employment, promotion and training
 - Avoidance of Age Discrimination
 - Disability Equality
 - Racial Equality
 - Religion and Belief Equality
 - Sex Equality
 - Sexual Orientation Equality
 - Transsexual Equality
- Equality and Diversity Policies
 - Aids / HIV policy
 - Dignity at Work Policy
 - Equal Opportunities Policy
- Service Codes of Practice
 - Disability Equality
 - Sex Equality

These policies are developed in line with the appropriate regulations and legislation in consultation with employees and Trades Unions.

The council is continually reviewing all of its HR policies to ensure they fully embrace the spirit of equality and diversity, and ensure the codes of practice have been fully developed. As part of this the new People Strategy has had a full equality impact assessment carried out on it and fully supports the spirit of equality and diversity through five high level goals:

- Developing the organisation; achieving excellence in leadership and management.
- Becoming a modern and diverse employer, supporting flexible working practices, with the ability to recruit and retain a diverse workforce, representative of the community.
- Developing internal effectiveness and capacity, ensuring that HR has the skills and resources to help Stockton achieve its objectives

- Developing workforce skills and capacity to ensure we have employees with the right skills, qualifications and competencies at all levels of the organisation
- Providing a safe and healthy working environment and engaging with our employees with effective two way consultation.

There are a number of high level actions under these key goals and detailed actions will be developed within these. The council is also committed to reviewing the complexity of applications, considering the need for positive action and will work with key stakeholders on this. There is a clear commitment to consider the barriers that discriminate against individuals then developing counter measures for job advertising.

The Council has recently approved a recruitment and retention action plan which contains a number of actions aimed at increasing the diversity of the workforce, in particular in relation to numbers of disabled and BME employees. This plan sits within the framework of this Single Equality Scheme and will be monitored through the Council's usual performance management arrangements. All Heads of Service have workforce profiles of their individual service and use these with the aim to increase diversity within their area.

Equal opportunity information

We regularly collect equalities data from our employees and potential employees via:

- Regular data matching on employee data held by the authority
- Regular employee surveys
- Equal opportunity forms issued with application forms for jobs within the council

This information is analysed at least annually to tell us:

- The demographic breakdown of the workforce
- The percentage of the workforce which considers themselves to have a disability
- The age profile of the workforce
- The gender profile of the workforce
- The pay profile of employees by ethnicity, age, gender and disability
- The ethnicity, age, gender and disability profile of those applying to work in the council compared to those appointed

All information is broken down into service areas as well as being available council wide. There is a commitment to interrogating data linked with training, discipline, length of service, promotion and reasons for resignation.

We are seeking ways to improve our data collection and analysis to include areas such as take up of training opportunities by ethnicity, age, gender and disability, the sexual orientation of our employees and the impact of our absence management policy on different groups of staff. In addition, we regularly carry out staff surveys and have developed staff forums to help

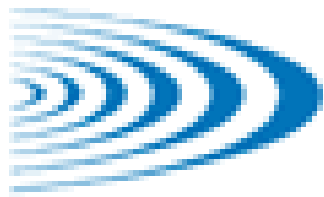
understanding of the experience of working for Stockton Council. There are also new IT systems in place to allow accurate processing of this data and build up a good quality workforce profile. The new communications and marketing service will deliver a vastly improved internal communications service.

It is vital that the Council is leading the way in terms of diversity in employment and as such has developed a series of objectives and targets to continually improve its Human Resources policies and practices which can be found appended to this scheme. In addition, to ensure the workforce is reflective of the population, research is being carried out to look at the ways different groups of people access and search for jobs. As a result of this, actions are being put into place to make recruitment exercises appeal to all sections of the community.

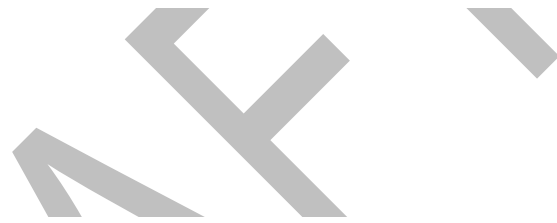
An updated Equality and Diversity Policy is currently being finalised and will reinforce the Council's commitment to ensuring that equality and diversity is embedded in all human resources policies and procedures. The policy promotes the equality of opportunity, access and good relations between diverse communities within the Council and the communities it serves. The objectives of the policy are included below:

- Ensure that recruitment and selection procedures are fair and equitable.
- Train staff who participate in recruitment and selection.
- Monitor workforce equalities statistics.
- Make reasonable adjustments to the workplace to minimise the barriers to employment faced by disabled staff.
- Consult with working groups regarding the development of this policy.
- Provide a working environment where unacceptable behaviour will be challenged e.g. bullying and/or harassment.
- Ensure that all policies and procedures within the Council are free from discrimination by conducting equality impact assessments.
- Produce a range of information about services and make it available in relevant languages, in large print, audio and Braille upon request.
- Ensure equality of pay through a fair and transparent job evaluation process.
- Develop new ways of attracting applicants from a diverse background.

This policy, along with a dedicated recruitment and retention action plan aimed at improving the diversity of the Council's workforce, sit within the overall boundaries of this scheme.



Stockton-on-Tees
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Appendices



APPENDIX ONE Risk Management

Failure to deliver against the Single Equality Scheme is a risk for the Council, not least because we will be not be meeting our statutory duties but also because we will be failing the residents of Stockton in terms delivering services to meet their diverse needs.

The risks associated with this strategy are managed by the Council through its usual risk management procedures and have already been subject to the standard risk assessment protocols. Further, through the ongoing performance management of this strategy, outlined in the next section, any risks will be identified at an early stage and managed accordingly.

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APPENDIX TWO: Performance and review

The Single Equality Scheme is subject to the Council's usual rigorous performance management arrangements. The actions highlighted in the various action plans are written into the Service Improvement and Business Unit Plans for the relevant services. Progress on the actions is reported to Cabinet on a bi-annual basis. Not only does this ensure that these targets are subject to ongoing performance management and monitoring but also serves to ensure that work on equalities is embedded across the authority. The Corporate Diversity Working Group oversees the data collected and considers the progress against action plans before making recommendations.

The Council also maximises the opportunities provided by data to both benchmark our services against those of other high performing authorities but also to demonstrate year on year improvement in key equalities areas.

The ongoing involvement of both employees and the community is a vital aspect of this scheme and through both its internal mechanisms as well as community consultation activities; the Council will ensure this happens. The Disability Advisory Group for example will have a crucial role to play in the ongoing development and monitoring of the disability equality scheme. The level of data analysis and the work of the Diversity Team, facilitates good understanding of the local community. Based on this, and extensive consultation the local indicators in the action plans have been developed. Community scrutiny of these actions has begun to strengthen this arrangement.

Appendix Three: List of Applicable Functions

Resources	
Finance <ul style="list-style-type: none"> • Accountancy Support • System Development & Support • Financial Planning • Risk Management & Insurance • Internal Audit • Procurement • Income Collection & Banking • Acquisition, Disposal, Valuation & Estates Management • Creditor Invoice payments 	Human Resources <ul style="list-style-type: none"> • HR Advisory Service • Sickness Absence support • Health & Safety • Training & Organisational Development
Taxation & Admin <ul style="list-style-type: none"> • Council Tax and Business Rates Administration • Customer Service Centre • Administration • Couriers • Design & Printing Services • Land Ownership, Gazetteer and Records • Reception 	
Xentrall Shared Services	
<ul style="list-style-type: none"> • Business Analysis • Service Centre • Desktop Services • Systems Services • Members' ICT Services • Information Security Management • Information Governance • ICT Policies & Standards • ICT Training • Customer Liaison 	<ul style="list-style-type: none"> • Recruitment • Payroll • Transactional services
Children, Education and Social Care	
<ul style="list-style-type: none"> • School Improvement • Governor Support • Sports Development • Pupil Attendance • Pupil Exclusions • Tees Valley Music Service • SEN Assessment & Monitoring • Educational Psychology Service 	<ul style="list-style-type: none"> • Community Transport • Client Financial Services • Customer Care and Complaints • Community Care Services • Residential/Day/Home Care • Integrated Learning Disabilities Service

<ul style="list-style-type: none"> • Education Other Than At School • Specialist Learning Support • Safeguarding Services • Children Looked After • Children in Need • Emergency Duty Team • First Contact • Youth Offending Team • Pupil Admissions • Teenage Pregnancy Service • Review Unit • Youth Service • Involvement and Participation 	<ul style="list-style-type: none"> • Welfare Rights • Adult Protection • Direct Payments • Integrated Mental Health Services • Supporting People • Drug Action Team • Strategic Planning • Integrated Commissioning • Partnership Development • Integrated Service Areas
Development and Neighbourhood Services	
<ul style="list-style-type: none"> • Business Support • Performance management • Service Reviews and Inspection • Records Management • Waste Awareness, Promotions, Marketing and Research • Systems Development and Support • Information Governance • Registration of births, deaths and marriages • Bereavement services and advice • Annual Events • Enforcement Wardens • Environmental Health • Licensing • Trading Standards • Care Call • Concierge • Contaminated Land • Car Parking • Emergency Planning • Community Safety • Care For Your Area (street cleansing, refuse, recycling, parks and grounds) • Catering and Cleaning • Highways • Heating Ventilation & Electrical Contracting • Waste Management • Fleet Management • Parks and Countryside 	<ul style="list-style-type: none"> • Housing Advice and Homelessness • Registered Social Landlord Investment • Private Sector Housing • Grants and Adaptations • Voluntary and Community Sector Support • Traffic Management and Road Safety • Public Transport • Concessionary Fares • Blue Badges • Design Consultancy • Building Services • Energy Management • Highways and Bridges • Civil and Structural Engineering • Street Lighting • Traffic Manager Role • Environmental Policy • Architects and Quantity Surveying • Building Services • Planning Policies and Plans • Local Development Framework • Development Control • Building Control • Physical Regeneration • Markets and Town Centre

<ul style="list-style-type: none"> • Housing Benefits • Housing Strategy • Adult Education • Museums • Arts • Stockton International Riverside Festival (SIRF) • Libraries 	<p>Management</p> <ul style="list-style-type: none"> • Economic Development • Funding Advice • Business Support and Development • Stockton Middlesbrough Initiative
Law and Democracy	
<ul style="list-style-type: none"> • Electoral Services • Community engagement • Scrutiny • Democratic support 	<ul style="list-style-type: none"> • Member support • Civic Services • Legal Services • Local Land Charges Service
Policy, Performance and Partnerships	
<ul style="list-style-type: none"> • Intelligence and Improvement • Policy and Development • Diversity and Cohesion 	<ul style="list-style-type: none"> • Local Strategic Partnership (Stockton Renaissance) • Engagement
Communications and Marketing	
<ul style="list-style-type: none"> • Marketing • Media relations 	<ul style="list-style-type: none"> • Internal communications

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ACTION PLAN

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Strategic Development Priorities

Development Priority				
Increase the diversity of the Council's workforce through delivering the Recruitment and Retention Action Plan				
Outcome and Success Criteria				
<p>People are at the heart of delivering excellent Council services and the delivery of this priority is to recruit, retain and develop the right people with the right skills abilities behaviours and attitudes to improve the performance of the Council and the lives of Stockton residents. As part of this and as a key public sector organisation, the Council is committed to increasing the diversity of its workforce so it better reflects the resident population it serves. Key outcomes will include:</p> <ul style="list-style-type: none"> • An increase in the number of applications from disabled and BME applicants • An increase in the number of interviewed and appointed disabled and BME applicants • A subsequent increase in the diversity of the Council's workforce • Higher levels of resident satisfaction expressed against key NIs relating to community cohesion and feelings of being able to access the council 				
Community Strategy Theme and Other Links				
Increasing the diversity of the Council's workforce will help deliver key actions under the Sustainable Communities theme of the SCS, the Community Cohesion Strategy and the People Strategy.				
Key actions to implement the development priority	By when	Who is responsible	Diversity Strand	Link or signpost to other action
Deliver the recruitment and retention strategy	Ongoing	Head of Human Resources	All	Recruitment and retention strategy

Development Priority

Improve the Council's understanding of and approach to LGBT issues.

Outcome and Success Criteria

The Council has made excellent progress in terms of diversity in recent years, making huge strides in the ways it consults and delivers services for residents ensuring they are accessible for all. However, this progress has not been uniform across all diversity strands, with understanding of LGBT issues being the least advanced. The Council estimates there to be between 9,000 and 15,000 LGBT residents of the borough and it is essential that we hear their views and improve any services accordingly. Key outcomes will include:

- Successful completion of Stonewall Workplace Equality Index
- More employees declaring as LGBT on staff census

Community Strategy Theme and Other Links

Improving our knowledge of and service delivery for our LGBT communities will help deliver key actions under the Sustainable Communities theme of the SCS, the Community Cohesion Strategy and the People Strategy.

Key actions to implement the development priority	By when	Who is responsible	Diversity Strand	Link or signpost to other action
Promote the Council as an employer to LGB groups	March 2011	Head of HR	LGB	Recruitment and Retention Action Plan
Review and improve the Council's employment practices as they relate to LGB issues;	Ongoing	Head of HR	LGB	People Strategy Workforce Development Strategy Recruitment and Retention Action Plan
Provide a range of housing services which meet the needs of LGB residents	Ongoing	Head of Housing	LGB	Housing Strategy Housing Service Improvement Plan

Key actions to implement the development priority	By when	Who is responsible	Diversity Strand	Link or signpost to other action
Further develop the borough's offensive incident scheme to receive more reports from LGB groups including specific promotion with LGB communities.	March 2011	Head of Community Protection / Head of Policy, Performance and Partnerships	LGB	Community Cohesion Strategy
Promote the physical and mental health of LGB young people	March 2013	Head of Children's Strategy	LGB	Children and Young People's Plan Community Cohesion Strategy
<ul style="list-style-type: none"> • Ensure appropriate representation of LGB voice in all consultation and engagement activities • Establish a baseline of LGB resident views against which to monitor progress on key issues • Roll out monitoring of service performance and service satisfaction by sexual orientation 	<p>Ongoing</p> <p>March 2011</p> <p>March 2011</p>	<p>Head of Policy, Performance and Partnerships</p>	LGB	<p>Consultation Strategy</p> <p>Engagement Strategy</p>

Key actions to implement the development priority	By when	Who is responsible	Diversity Strand	Link or signpost to other action
<p>Ensure all communications and marketing activities are inclusive of LGBT communities:</p> <ul style="list-style-type: none"> • Compile an image library of positive LGB images • Market services to LGB residents • Maximise use of Experian to target messages at LGB communities 	<p>December 2010</p> <p>March 2011</p> <p>March 2012</p>	<p>Head of Communications and Marketing</p>	<p>LGB</p>	<p>Communications Strategy</p>
<p>Ensure older LGB residents are able to make maximum use of the educational, cultural and employment opportunities the borough offers.</p>	<p>Ongoing</p>	<p>Acting Head of Adult Strategy</p>	<p>LGB</p>	<p>Older People's Strategy</p>
<p>Use culture and events to promote LGB issues and promote a positive inclusive community:</p>	<p>Ongoing</p>	<p>Head of Arts, Leisure and Culture</p>	<p>LGB</p>	

Development Priority				
Develop the Council's approach to Equality and Diversity Training				
Outcome and Success Criteria				
<p>The Council has developed and delivered a comprehensive and successful programme of diversity training through a large scale corporate programme, a series of shorter courses on specific diversity topics and bespoke training at the request of services. Following this, the Council is committed to further embedding diversity across its training provision. Success in this regard will be demonstrated by:</p> <ul style="list-style-type: none"> • Diversity elements embedded within Induction, Management Development and all corporate training programmes. • Greater knowledge of diversity at all levels across the Council 				
Community Strategy Theme and Other Links				
Improving our delivery of diversity training will impact across the entirety of the Councils policy framework, notably the Sustainable Communities theme of the SCS, the Community Cohesion Strategy, People Strategy and Workforce Development Plan.				
Key actions to implement the development priority	By when	Who is responsible	Diversity Strand	Link or signpost to other action
<p>Further integrate diversity elements into</p> <ul style="list-style-type: none"> • Management development programme • New manager's induction 	<p>Following first review</p> <p>April 2010</p>	Head of HR	All	<p>People Strategy</p> <p>Workforce Development Plan</p>

Integrate diversity training into new induction programme	Prior to implementation	Head of Human Resources	All	People Strategy Workforce Development Plan
Develop and roll out new corporate diversity training programme, with an emphasis on understanding people's needs	December 2010	Head of Human Resources	All	People Strategy Workforce Development Plan
<p>Deliver enhanced Member development programme with emphasis on equality and diversity</p> <ul style="list-style-type: none"> • Deliver IDeA Members training • Further diversity training embedded in Member Development Plans 	<p>July 2010</p> <p>December 2010</p>	Head of Democratic Services	All	
<p>Deliver specialist diversity training including:</p> <ul style="list-style-type: none"> • Equality Impact Assessment training • Telephone translation training • Bespoke service specific training 	Ongoing	Head of Policy, Performance and Partnerships	All	People Strategy Workforce Development Plan

Development Priority				
Review and reinvigorate the Councils approach to Equality Impact Assessment				
Outcome and Success Criteria				
<p>The Council has had a successful and challenging Equality Impact Assessment programme in place for some time. However, in order to remain in the vanguard of delivering this challenging area of work it is essential to review and reinvigorate the approach. Success criteria include:</p> <ul style="list-style-type: none"> • Increased representation on SCRGA community reference group • An increase in clearly demonstrable service improvements as a result of the EIA process. 				
Community Strategy Theme and Other Links				
Improving our approach to Equality Impact Assessment will impact across the entirety of the Councils policy framework, notably the Sustainable Communities theme of the SCS, the Community Cohesion Strategy, People Strategy and Workforce Development Plan.				
Key actions to implement the development priority	By when	Who is responsible	Diversity Strand	Link or signpost to other action
Review of EIA processes to date completed and presented to CDWG	September 2010	Head of Policy Performance and Partnerships	All	
New approach approved and embedded in Council constitution and operations	December 2010	Head of Policy, Performance and Partnerships	All	

Development Priority				
Develop and deliver a diversity and community cohesion communications strategy				
Outcome and Success Criteria				
<p>The Council has a legal duty to promote good relations between different groups. Delivering a targeted, appropriate and exciting communications campaign will help the council achieve this duty but also help promote its services and the help it is able to offer to its most vulnerable residents.</p> <ul style="list-style-type: none"> • Communications campaign delivered • Improvements in key national indicators related to diversity and community cohesion 				
Community Strategy Theme and Other Links				
Improving our diversity communications will impact across the entirety of the Councils policy framework, notably the Sustainable Communities theme of the SCS, the Community Cohesion Strategy, People Strategy and Workforce Development Plan.				
Key actions to implement the development priority	By when	Who is responsible	Diversity Strand	Link or signpost to other action
Diversity Communications Campaign developed and delivered	March 2011	Head of Communications and Marketing	All	Communication Strategy Connecting Communities Consultation Plan

Development Priority Improve the Councils approach to procurement in respect of Equality and Diversity				
Outcome and Success Criteria				
<ul style="list-style-type: none"> • Increased number of officers considering diversity issues at PQQ and ITT stage • Increased number of Council contracts awarded to local businesses, particularly SMEs 				
Community Strategy Theme and Other Links				
Improving our diversity and procurement approach will impact across the entirety of the Councils policy framework, notably the Economic Regeneration and Transport and Sustainable Communities themes of the SCS, the Community Cohesion Strategy, Procurement Strategy and Regeneration Strategy.				
Key actions to implement the development priority	By when	Who is responsible	Diversity Strand	Link or signpost to other Strategy
Reengage with regional activities to improve diversity and procurement	April 2010	Head of Policy, Performance and Partnerships	All	Regional Efficiency and Improvement Partnership Action Plans
Improve equality and diversity practice amongst sub contractors through <ul style="list-style-type: none"> • Workshops • Guidance and training • Producing model policies 	April 2012	Head of Finance, Performance and Procurement	All	Procurement Strategy

<ul style="list-style-type: none"> Facilitating links between sub contractors and the third sector / local SMEs 				
Address under representation of the supplier base by: Holding meet the buyer and supplier events aimed at underrepresented groups	April 2011	Head of Finance, Procurement and Performance	All	Procurement Strategy

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Service Development Priorities

This section of the scheme highlights those development priorities for individual service areas. Further information can be found in individual service plans at www.stockton.gov.uk

Service area Adults services	
Development Priority	Diversity Strand
Improve Healthy Lifestyles and reduce inequalities	All strands
Improve choice and control	All strands
Ensure effective safeguarding arrangements are in place for all service users	Disability, age
Service area Children and Young People's Services	
Development Priority	Diversity Strand
Improve healthy lifestyles and reduce inequalities	All strands
Raise achievement for all children, particularly for vulnerable and hard to reach groups, through continued improvements in educational attainment across key stages	All strands
Seek to reduce poverty and the impact of poverty on children, young people and their families	All strands

Service area Community Protection	
Development Priority	Diversity Strand
Contribution to CONTEST 2 (National Counter Terrorism Strategy) and lead on Preventing Violent Extremism at Borough level	All strands
Address financial and service challenges for Care Call, including its part in any significant expansion of the Telecare programme, to increase independent living and reduce reliance on residential care placements	Age

Service area Culture and Leisure Service	
Development Priority	Diversity Strand
Highlight and celebrate our heritage	Age

Service area Housing Services	
Development Priority	Diversity Strand
Promote and sustain independence	Age, disability
Promote social and financial inclusion	All strands

Service area Law and Democracy	
Development Priority	Diversity Strand
Improving Corporate and Ethical Governance	All strands

Service area Policy, Performance and Partnerships	
Development Priority	Diversity Strand
Develop a consistent understanding of equality, diversity and community cohesion across Stockton Renaissance	All strands
Develop an improved consultation and engagement framework	All strands

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Development Priority	Diversity Strand
Develop a consistent understanding of equality, diversity and community cohesion across Stockton Renaissance	All strands
Develop an improved consultation and engagement framework	All strands

Service area Policy, Performance and Partnerships	
Development Priority	Diversity Strand
Achieve a sense of place for the local community through quality of design	All strands
Improve accessibility for work, leisure, retail and health for our communities and influence strategy development in these key areas	All strands
Undertake all relevant actions within the Council's Equality and Diversity Plans and other cross-cutting strategic plans	All strands

Service area Resources	
Development Priority	Diversity Strand
Deliver actions from the People Strategy 2010 - 2013 <ul style="list-style-type: none"> ▪ Recruiting and retaining a diverse and talented workforce (improve the diversity of all sections of the workforce) 	All strands
Efficiency Programme <ul style="list-style-type: none"> ▪ Procurement (implement the Category Management approach to twelve areas of procurement) 	All strands



Operational Priorities

Operational priorities will be identified through the Equality Impact Assessment Process. This section will be continually developed and updated.

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