**Equality information  
and objectives**

**January 2019**

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| **Purpose:** | Walsall Council equality objectives and information to fulfil the specific requirements of the Equality Act 2010 (Specific Duties) Regulations 2011. | | |

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# Introduction

The Council takes its duty with regard to equality and diversity very seriously and we believe that we should:

* treat people fairly, justly and with respect in both service provision and employment
* find ways to support those who are disadvantaged or excluded
* promote inclusion and celebrate diversity.

We are supported in our commitment to equality through the Public Sector Equality Duty of the Equality Act 2010. The Act brings together all the legal requirements on equality that the private, public and voluntary sectors need to follow and places the following duties on Local Authorities:

* eliminate unlawful discrimination and harassment;
* promote equality of opportunity;
* promote good relations between persons of different backgrounds;
* encourage participation in public life for people of different backgrounds.

This report details our objectives and information on issues the people of Walsall and Walsall Council employees face. The information will be updated annually and the objectives reviewed at least every four years.

The Council’s ambitions for the Borough are set out in the Corporate Plan 2018 to 2021. This commits us to focussing on the following over the next year:

**Purpose:**

Walsall Council exists to serve the people and communities of Walsall, by representing and working with them to protect and improve the quality of life for all, particularly the most vulnerable. Our purpose is to:

Reduce inequalities and maximise potential

By working to reduce health, social and economic inequalities the potential of the area, local businesses, communities and people will be maximised, making Walsall a great place to live. We do this with limited resources and so must always work to ensure that public money is targeted to where it is most needed and used in the most efficient way possible. We are led by the communities we serve who help shape the services we provide and we help those communities to make a positive difference to their own lives through active civic engagement and cooperation.

**Values:**

* Honesty and Integrity;
* Fairness and Equality;
* Value for Money;
* Innovation and Collaboration;
* Listening and Responding.

**Priorities:**

* Lifelong health, wealth and happiness;
* We are an efficient and effective council;
* Sustainable change and improvement for all;
* Our communities are engaged and sustainable;
* Safe, resilient and prospering communities;
* Staff are empowered and quick to adapt.

Walsall Council Corporate Plan at <https://go.walsall.gov.uk/corporate-plan>

# Equality Information

Our Equality information includes details about the protected characteristics of employees and customers. This is evidence that has been used to inform policy development and decision-making. It includes both quantitative (numerical) and qualitative (descriptive) information. It means we can

* understand the impact of policies, practices and decisions on people with different protected characteristics, and to plan them more effectively
* assess whether we are discriminating unlawfully
* identify what the key equality issues are.

## Having identified the main equality information we hold, we are now be able to identify where there are gaps in information and then how to address them.

## Information on the people of Walsall

The Walsall Partnership Observatory provides a valuable source of information about the people of the borough. It is a shared partnership information resource, facilitating the sharing of data and intelligence between partners in Walsall. It has an interactive website designed to provide a ‘one stop shop’ of information about the Borough. It holds information profiles for the whole of Walsall, Localities and snapshots of each of the Electoral Wards. All profiles have some equality and diversity information e.g. age, disability and long-term health, race and sex. For more details visit:

<https://go.walsall.gov.uk/observatoryindex>

# Information on Employees of Walsall Council

It is Walsall Council’s aspiration to employ a workforce that is representative of the communities we serve. The latest annual employment monitoring report provides a statistical overview of Walsall Council’s workforce for the period between 1 April 2017 and 31 March 2018. It also outlines progress made and the further actions that are required to achieve our aspirations. The latest Employment Monitoring Report is available at   
<https://go.walsall.gov.uk/equality_documents>

# Recording and Reporting Equality and Diversity Incidents

As part of our Council-wide commitment to respond to all types of harassment in the workplace, Walsall Council has reporting procedures in place for all forms of discrimination, this enables

* reporting of any incident of discrimination, harassment or victimisation on the basis of a protected characteristic, as defined in the Equality Act 2010
* those dealing with the recording of any incident involving perceived harassment to act effectively, efficiently, and sensitively.

These procedures support the requirements of the Human Rights Act, as well as the Equality Act 2010, and meet the requirements of the Council’s visions and values and community cohesion principles. It also covers forms of harassment that have only started being reported recently, such as homophobic and transphobic harassment.

**Employee Equality and Diversity Competencies**All employees are expected to be competent to act in ways that support equality and diversity. Being competent is having the combination of knowledge, ability and opportunity to improve performance. These competencies are about developing a culture and systems within the Council that promote equality and value diversity.   
  
There are four competency levels covering all employees of the Council. These detail the required behaviours and indicators to show how employees are to:

* act in ways that support equality and value diversity
* support equality and value diversity
* promote equality and value diversity
* develop a culture that promotes equality and values diversity

Assessment is carried out and recorded as part of employee annual appraisals and review meetings with managers.

**Equality and Diversity Related Training**The full Training report, including details of delegates by age, disability, race and sex is available from the Community, Equality and Cohesion team on request.

# Information on Services

Walsall Council believes that, within service delivery, equality is fundamentally about ensuring that customer needs are equally identified and met and by giving exemplary customer service.

# Consultation

Walsall Council endeavours to consult with its residents and business users on major issues or policy changes wherever possible and we use a variety of mechanisms to seek views. At the centre of our approach are four “Localities”, designed to enable services to be much more responsive to local needs and developed through a place-based approach to engaging partners to work collectively to identify local priorities and deliver positive change in their community.

The council uses a range of approaches and methods to gather feedback which it uses to inform its decision making. The approaches used are selected on the basis of being appropriate to the audience and the needs of the council and commonly include questionnaires, comment forms, online surveys, focus groups, meetings, workshops, online panels, telephone surveys and face to face discussions.

Some consultation may be conducted with specific groups of people who are specially invited to take part; other consultation may be on the basis of self-selection where anyone can respond. On occasions, random sample surveys are conducted in order to ensure the views gathered are from a representative sample of the population, providing statistically robust results. Most consultation is conducted by the council itself. However, sometimes, consultation is conducted by independent research agencies on the council’s behalf.   
  
View the Council Consultation information at <https://go.walsall.gov.uk/consultations>

Anyone can have their say on any council service at any time by using the council’s comments, compliments or complaints procedure ‘Tell Us’. <https://go.walsall.gov.uk/tellus>

Statutory complaints and customer feedback process for social care services and Children’s services will be forwarded via the ‘Tell Us’ procedure.

**Walsall Partnership Consultation and Engagement Strategy**

The Walsall Partnership Consultation and Engagement Strategy was developed in 2012 for partner organisations, including the Council, working in Walsall. The consultation and engagement protocol provides partner organisations with an agreed consistent approach as to how we consult the people and communities of Walsall borough, how results are shared across partners and communicated back to the community and, notably, how decisions inform service delivery improvements.

The protocol supports the delivery of high quality consultation and effective engagement across partner organisations. One of the principles addresses equality issues:

‘Consultation and engagement will be targeted, representative and inclusive, ensuring that all relevant sections of the community, including those who are seldom heard e.g. younger people, older people, people with disabilities and Minority Ethnic groups, have enough information and are given the chance and support to contribute.’

Walsall Partnership Consultation and engagement protocol is available at: <https://go.walsall.gov.uk/consultations>

**Equality Impact Analysis**

We have retained Equality Impact Assessments (EqIAs) as our procedure for carrying out equality analysis: checking the legality of Council decisions in relation to the impact on people with certain characteristics protected by the Equality Act 2010.

The process allows us to look at evidence and consult as to whether the service or policy is discriminatory (actual or perceived to be) against people with protected characteristics.

The benefit of EqIAs is not simply achieving legal compliance, but a means to best practice and to delivering more effective, appropriate and inclusive policies and practices. Best Practices are examples of outstanding contributions to improving the lives of people in Walsall. They;

* can have a demonstrable and tangible impact on improving people's quality of life;
* can be the result of effective partnerships between the public, private and civic sectors of society;
* can be socially, culturally, economically and environmentally sustainable.

In all EqIAs, details are required to show how it meets the Public Sector Equality Duty requirements:

* How does the proposal help to eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Equality Act?
* How does the proposal help to advance equality of opportunity between people who share a protected characteristic and people who do not share it?
* How does the proposal help to foster good relations between people who share a protected characteristic and people who do not share it?

Equality impact assessments are carried out on:

* all reports with financial or policy decisions that go to Council Cabinet;
* budget setting when there may be an unbalanced effect on certain groups of people, and may be contrary to the statutory equality obligations;
* changes to services, procedures, policies and projects when there may be an unbalanced effect on certain groups of people;
* new services, procedures, policies and projects when there may be an unbalanced effect on certain groups of people.

View the Equality Impact Assessments list at <https://go.walsall.gov.uk/equality_impact_assessments-3>

**Other sources of equality information**

**Walsall Community Cohesion and Integration Strategy 2017-2020 and Walsall for All Programm0**

This strategy was developed as a result of an extensive cross party consultation exercise, which spanned the entire borough of Walsall. The strategy addresses a wide range of issues, including social attitudes and mixing between different groups of residents as well as representative workforce. Building on this strategy, Walsall Council has become one of the 5 local authorities invited to take part in the Integration Area Programme of the Ministry of Housing, Communities and Local Government. A Local Integration Partnership led by Walsall Council was set up in October 2019 and our pledged priorities - **Walsall for All** – were launched on 31 January 2019. You can access both documents at:

Walsall Council’s Transformation Programme is designed through 8 supporting projects to transform the way that our services are delivered; our assets are managed; its systems and processes are developed and how our workforce work. As part of this Programme, the Council will work with the voluntary and community sector, through One Walsall. This will help to develop a new “statement of intent” for working in partnership with the sector, and link into associated policies and procedures.

**Information by Ward**

Ward census profiles are available from the 2011 census. These include Walsall and England and Wales comparators. These are available at <https://go.walsall.gov.uk/2011_census-2>

# For labour market information, there are some profiles available via nomis at <https://www.nomisweb.co.uk/reports/lmp/ward2011/1946157191/report.aspx>.

# Equality Objectives

Our Equality Objectives have been based on available equalities information through research, consultation and engagement and Equality Impact Assessments (EqIA’s). They help identify internal and external targets that enable the Council to improve the collection of equality information and address the most persistent areas of inequalities faced by both employees and customers.

# Objective 1 We will strive to have a diverse workforce, representative of the communities living in Walsall.

**Objective 2   
We and our contractors will treat people and agencies we work with, fairly, justly and with respect, in relation to both service delivery and employment.**

# Objective 3 We will find ways to support those who are disadvantaged or excluded.

# Objective 4 We will promote inclusion and celebrate diversity and engage with local communities to identify equality issues and agree priorities.

Each Council Directorate has provided a report that summarises how it has considered equality and diversity and has made a difference to employees and customers, especially those using Working Smarter principles.

**Walsall Council Equality and Diversity Information**

**Directorate Report  
December 2018**

|  |  |
| --- | --- |
| **Directorate** | **Adult Social Care** |
| **Executive Director** | **Paula Furnival** |
| **Contact officer** | **Keith Nye** |
| **E-mail** | **Keith.Nye@walsall.gov.uk** |

**Corporate Equality Objectives**Our equality objectives have been based on available equalities information through

research, consultation, engagement, and Equality Impact Assessments. They will help identify internal and external targets that will enable the Council to improve the collection of equality information, and address the most persistent areas of inequalities faced by both employees and customers:

* 1. We will strive to have a diverse workforce, representative of the communities living in Walsall.
  2. We will treat people and agencies we work with, fairly, justly and with respect, in relation to both service delivery and employment.
  3. We will find ways to support those who are disadvantaged or excluded.
  4. We will promote inclusion and celebrate diversity and engage with local communities to identify equality issues and agree priorities

**Equality Act 2010 Protected Characteristics**Protected characteristics are the grounds upon which discrimination is unlawful under  
the Equality Act 2010;

Age Race

Disability Religion and belief

Gender reassignment Sex

Marriage and civil partnership Sexual orientation

Pregnancy and maternity

**Part 1 Main strategies and plans containing equality and diversity information**

|  |  |  |  |
| --- | --- | --- | --- |
| **Title** | **Purpose** | **Availability** | |
| **On request** | **Internet address** |
| Walsall Council Adult Social Care Plan On a Page 2018/19 | Sets out the Directorate vision to make a positive difference to the lives of Walsall people. How the directorate will work with partners to ensure people can access high quality services which maximise independence and safety, and that respect the autonomy, dignity and diversity of users. |  |  |
| Local Account | Sets out the Directorate achievements in the financial year 2018-19 |  |  |
| Commissioning intentions | Summarises intelligence and explains how the local authority intends to strategically commission, and encourage the development of high quality provision to suit the needs of older people and those with complex conditions. |  | [Commissioning intentions](https://go.walsall.gov.uk/Portals/0/images/importeddocuments/adult_social_care_-_directorate_plan_201718_final.pdf) |
| Walsall Health and Wellbeing Strategy | Key strategic plan for health priorities |  | [Walsall Health and Wellbeing Strategy](https://cmispublic.walsall.gov.uk/CMIS/Document.ashx?czJKcaeAi5tUFL1DTL2UE4zNRBcoShgo=RmqapmEjbSs3WGMIwb3JIbhj2zGbgLKP4fD%2FRfkif94kXYqBllp4vQ%3D%3D&rUzwRPf%2BZ3zd4E7Ikn8Lyw%3D%3D=pwRE6AGJFLDNlh225F5QMaQWCtPHwdhUfCZ%2FLUQzgA2uL5jNRG4jdQ%3D%3D&mCTIbCubSFfXsDGW9IXnlg%3D%3D=hFflUdN3100%3D&kCx1AnS9%2FpWZQ40DXFvdEw%3D%3D=hFflUdN3100%3D&uJovDxwdjMPoYv%2BAJvYtyA%3D%3D=ctNJFf55vVA%3D&FgPlIEJYlotS%2BYGoBi5olA%3D%3D=NHdURQburHA%3D&d9Qjj0ag1Pd993jsyOJqFvmyB7X0CSQK=ctNJFf55vVA%3D&WGewmoAfeNR9xqBux0r1Q8Za60lavYmz=ctNJFf55vVA%3D&WGewmoAfeNQ16B2MHuCpMRKZMwaG1PaO=ctNJFf55vVA%3D) |
| Corporate plan 2018-2021 | This Corporate Plan sets out the Council's purpose along with the priorities that we believe will help to reduce inequalities and maximise potential |  | [Corporate plan, vision and values](https://go.walsall.gov.uk/corporate-plan) |
| Strategic Economic Plan | The Strategic Economic Plan (SEP) sets out our vision for improving the quality of life for everyone in the West Midlands. |  | [Strategic Economic Plan](https://cmispublic.walsall.gov.uk/CMIS/Document.ashx?czJKcaeAi5tUFL1DTL2UE4zNRBcoShgo=O6dGPIeKrcRvTeyZF4HcvtKOYhi8qs2tgxRDIedb0IdowBCJIx4ocg%3D%3D&rUzwRPf%2BZ3zd4E7Ikn8Lyw%3D%3D=pwRE6AGJFLDNlh225F5QMaQWCtPHwdhUfCZ%2FLUQzgA2uL5jNRG4jdQ%3D%3D&mCTIbCubSFfXsDGW9IXnlg%3D%3D=hFflUdN3100%3D&kCx1AnS9%2FpWZQ40DXFvdEw%3D%3D=hFflUdN3100%3D&uJovDxwdjMPoYv%2BAJvYtyA%3D%3D=ctNJFf55vVA%3D&FgPlIEJYlotS%2BYGoBi5olA%3D%3D=NHdURQburHA%3D&d9Qjj0ag1Pd993jsyOJqFvmyB7X0CSQK=ctNJFf55vVA%3D&WGewmoAfeNR9xqBux0r1Q8Za60lavYmz=ctNJFf55vVA%3D&WGewmoAfeNQ16B2MHuCpMRKZMwaG1PaO=ctNJFf55vVA%3D) |
| The Black Country Sustainability and Transformation Plan 2016-2021 | The Country Sustainability and Transformation Plan (STP) aims to materially improve the health, wellbeing and prosperity of the population through providing standardised, streamlined and more efficient services. |  | [Sustainability Transformation Plan (STP)](https://walsallccg.nhs.uk/about-us/sustainability-transformation-plan-stp) |
| Walsall Employment Service | Our Specialist Employment Advisers will work with you to develop a person centred employment plan, to help support you on your journey and achieve your aspirations around gaining employment, returning to full or part time education, or undertaking additional Training and Development to enhance your future employment prospects as part of the Black Country impact programme. [Black Country Impact](https://go.walsall.gov.uk/blackcountryimpact) |  |  |

**Part 2 Equality Impact Assessments November 2017 to October 2018**

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| --- | --- | --- |
| **Service** | **Title** | **Contact officer name** |
| Adult Social Care Commissioning Team | Office Move to Room 17a | Claire Hammonds |
| Integrated Commissioning | Community Alarms Service (CAS) | Tracy Simcox |
| Integrated Commissioning | Hollybank and CICT | Kerrie Allward |

**Part 3 Equality and Diversity Objectives**

1. We will strive to have a diverse workforce, representative of the communities living in Walsall.

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| In Adult Social Care, our vision is to make a positive difference to the lives of Walsall people accessing social care services, ensuring that we fulfil our statutory responsibilities within the budget envelope. Our mission is to work with partners to ensure people can access high quality services which maximise independence and safety and that respect the autonomy, dignity and diversity of users. Our strategic objectives are:  **New Models of Care**   * Collaborate with the voluntary sector, housing, education, health & care providers to develop and implement new models of integrated health & care delivery. In 2018/19, we will deliver:   + Integrated Health & Care Teams in a ‘Locality Model’ (including Mental Health Social Work)   + Integrated Intermediate Care   + All Age Disability Pathway and model for delivery * Improve access arrangements, a streamlined pathway and co-ordinated care for people who need support from health & social care * Work with partners to reduce social isolation and loneliness. * Collaborate with partners to keep vulnerable people safe.   **Controlling Cost & Enabling Change**   * Deliver financial balance of the Adult Social Care budget through implementing a credible financial recovery plan for 2017-20. * Finalise the transformation of the ASC Leadership Team * Focus on workforce development to improve the quality of practice and support new models of delivery * Improve performance and financial monitoring to achieve accountability across the directorate * Improve systems, processes and technology to support new models of delivery   **Sustainable Communities & Social Care Market**   * Work through locality teams to understand and develop sustainable communities that support citizens to maximise independence and safety. * Enable and maximise access to financial support, housing, aids/adaptations, information and advice and any other universal services to promote independent living. * Work with partners to ensure that people can access high quality services which meet needs, maximise independence, health improvement and safety and that respect the autonomy, dignity and diversity or users. * Work with Social Care providers in the borough to maintain or improve quality, effectiveness and value for money.   Given our objectives it is important that our workforce is seen as being representative of the people we support and the community we serve and that we can effectively engage with all residents regardless of their age, race, and religion, social and ethnic background but particularly with people with learning and physical disabilities, older people and their carers.  Employees are key to delivering our services and it is vital that they are trained to deal effectively and efficiently with the wide range of people, they meet and their often complex needs. It is essential that they are aware of cultural, religious or individual needs and sensitivities to offer an appropriate and high quality service to everyone.  Employees are most effective if they feel valued, that their opinions are listened to and that they have opportunities to develop and grow to their full potential.  Our Directorate has been working to address these issues in the following ways:  **A representative workforce:**  Ensuring that there is a representative workforce and that wherever possible there is a voice for ASC at every opportunity as part of working groups, Workforce transformation Group and any other opportunities whereby staff at all levels can contribute towards the wider agendas affecting their time at work and the positive contributions that they can give to serve the population they serve    **Listening to our staff**  A rolling programme of staff events for 2018/19.The format has changed. Series of Briefings led by head of Service right through to team meetings that flow from Core brief. Format of such meetings means that more staff feel included and listened to. Staff particularly enjoy the core brief feedback opportunities and back to the floor type activities where they do have the chance to interact with senior managers. There is also an opportunity now for ASC to help to shape network forums as part of the wider Workforce transformation agenda  **Welfare of staff**   * Each service monitors staff absence and examines trends in terms of the major causes of sickness within the service. Action is taken to mitigate the causes of absence. Examples include offering free flu vaccinations for frontline workers, introducing an Infection Control policy, delivering stress awareness/management training, People Moving and Handling and Managing Challenging Behaviour Training and Mental Health First Aid training. * Employees have access to the council’s Employee Assistance Programme and council well-being strategies and are actively encouraged to use these. * We recognise the importance of analysing reason for leaving to identify any underlying factors which are leading to dissatisfaction and which need to be addressed. * Inclusion of resilience training and packages of support for staff and managers going through change. * Regular supervision and workload management sessions provides a safe space for staff to reflect on their practice, as well as to develop skills and knowledge. |

2. We and our contractors will treat people and agencies we work with fairly, justly and with respect, in relation to both service delivery and employment.

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| * All contracts commissioned by Adult Social Care embed equalities legislation at their heart * Walsall Council’s Cabinet adopted the Public Services (Social Value) Act (2012) in February 2013. Therefore, Providers are required, for example, to report how their services have impacted upon creating employment opportunities for individuals who have been long term unemployed, or care leavers, encouraging community engagement etc. * Provider forums are held regularly to ensure protected groups get the services they need to a standard that is acceptable – equalities legislation will be discussed at these forums. * In house Provider resource has engaged with the Equalities Team and around 54 internal employees received a raised awareness training session in September. The Equalities game will be rolled out to a range of external partners and stakeholders who we want to help raise awareness across the community and people they support, in relation to equality. Evaluating the equalities agenda when supporting vulnerable people and helping others to understand their own level of engagement and real awareness of the important issues. * For those agencies where we bring in staff to support – we adhere to the same recruitment protocols as we would bringing in our own permanent staff – with the protection of equal opportunities for all workers. |

3. We will find ways to support those who are disadvantaged or excluded.

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| Walsall Together is an ambitious and exciting programme to transform the health and social care received in Walsall and brings together all the local NHS organisations; NHS Walsall Clinical Commissioning Group made up of GP practices across Walsall; Walsall Healthcare Trust: Dudley and Walsall Mental Health Partnership Trust and Walsall Council. As well as the voice of Walsall residents and key representatives from the voluntary sector.  As our population continues to grow and people are living longer health inequalities are widening, with certain groups of people more likely to develop certain diseases and more likely to die from them prematurely. Our joint vision is to address the changing needs of our population with integrated care solutions that maximise the potential of the individual person, the teams that support them and the wider health and care system. To achieve this we are focussed on the following four areas:  Resilient Communities – By building and strengthening community resilience through community development, we will start to develop a grassroots approach to preventing people becoming ill, addressing ill health early in communities rather than waiting until crisis occurs. Working more widely with the Corporate agendas now evolving around resilient communities Walsall Proud programme and using any opportunities possible to engage with community groups, individuals or specific cohorts of people who may, ordinarily have little or no opportunities to engage and be included in ordinary life principles and equal and fair interactions  General Practice and Integrated Health and Care Teams – Health and Care partners in Walsall have identified the development of Integrated Health and Care Teams as a key transformation project. The key objective of the project is to establish place-based structures for the delivery of integrate health and care services with an agreed Geography and relationship to general practice.  The aim is:  1. To help people to stay well for longer  2. To better manage people with long-term conditions  3. To provide community alternatives for people with urgent care needs  Walsall-wide specialist and services - To support the approach the Intermediate Care project recognises the need to provide a single, rapid assessment service for patients leaving hospital care, to ensure the support they receive at home is appropriate to their needs. This could include physio, home-help, specialist services and equipment that promotes independent living for people following post-acute care.  Single point of access – Patients and professionals tell us they have difficulty navigating their way to and through the numerous services. They have problems accessing general practice and the information held by patients and professionals about different services is often out of date.  The key aims for this project are as follows:   1. To reduce the number of ‘Single Access’ points in the system to reduce confusion and avoid patients being signposted to from one service to another service. Instead, patients and professionals will have one point of access. 2. A Directory of Services that map out the services available and how to get access to them in a timely way for both the public and professionals 3. The system should be designed to ensure rapid and timely access to planned care, outpatient appointments and diagnostics with a more prevalent use of telemedicine 4. The primary care system should be developed to ensure that all patients are able to access high quality primary care in a timely manner irrespective of where they live in Walsall 5. Consistent best practice to care pathways with no unnecessary variation and waste. |

4. We will promote inclusion and celebrate diversity and engage with local communities to identify equality issues and agree priorities.

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| The directorate actively consults and engages with local people and communities, including residents, people who work in the borough, local businesses and the voluntary and community sector.  Good communication and engagement will form the basis of everything that we do. It plays a major part in helping us deliver our corporate, directorate, and service objectives. We want to ensure partner agencies, residents, service users have the opportunity to comment and be involved in the planning, prioritising and monitoring of our services.  When engaging people we ensure**:**   * + Issues relating to race, gender, disability, age, sexuality and faith / religion will be integral to all aspects of involvement.   + Openness and honesty about the purpose and level of involvement on offer and what can and cannot be changed.   + That we agree with those who use our services the best way to involve them, offering a range of opportunities.   + Identify and remove barriers for involvement.   + Involve the widest range of people in our work.   + Value the contribution, expertise and time of people.   + Learn from our experience of involving people.   + Work in partnership where possible to avoid duplication and consultation overload.   + Feedback to people who are involved in appropriate ways.   + We tell people what has changed as a result of their involvement and if nothing has changed, why not. |

**Employee Monitoring Summary Report 2017/18**

Corporate Services HR Unit publish an employee monitoring report each year. This report provides information on each directorate and includes analysis of protected characteristics as identified in the Equality Act 2010, allowing directorates to understand the breakdown of their respective service area in terms of diversity of the workforce.

The report also reflects on the local population and illustrates comparative data so that appropriate analysis can be undertaken. CMT Members are able to use the data sets to advise and inform on their Workforce Strategy.

Adult Social Care senior management have appraised the annual employee monitoring report at DMT and have identified a range of actions that are designed to continue to promote opportunities for an inclusive workforce and to develop and further promote means to influence the design and shape of the workforce and services provided.

In general terms, when compared to the local community and other directorates the ASC workforce reflects well in terms of its diversity. Granular analysis of the workforce data has identified that there are actions and opportunities for ASC and that the management team have identified as a priority. These will be embedded into operational practice with an appropriate strategy with measures to support each element identified. These strands form a Directorate “Action Plan” for which milestones and reviews can be undertaken throughout the financial year.

**Managing our approach**

This report assumes that the priorities will be owned and promoted by all managers, with specific actions for identified teams. Each area provides an opportunity for staff and managers to embed good practice into their daily decision making and for specific actions to be promoted in conjunction with and via support from the Councils corporate support services.

Outcomes against each priority will vary and will be influenced by varying timescales. The management leadership team will review the impact of the identified priorities, data for which will be reflected in the next Workforce Profile out-turn statement.

Chosen areas for targeted action-

Representative Workforce – Positive action to ensure that career opportunities, development and succession planning takes full account of the diversity of the working population and how career opportunities are promoted and marketed. Social Care has the second highest number of ME across the council. 6.90% of the Directorate have not stated or chosen not to state their ethnic group which is a substantial increase from 3.42% last year. Further work is needed in order to help people to engage and feel confident to raise their preferred status in terms of ethnicity.

Social Value – Public Services Act (Social Value 2012) this act requires all public bodies in England and Wales to consider how the services they commission and procure might improve the economic, social and environmental well-being of the area. ASC are responsible for an approximate budget expenditure of £63M on commissioned services. The head of commissioning will ensure that procured services have embedded in practice the principles of the Social Value Act, and to consult with local providers to design better services.

Targeted Recruitment /Positive action – recruitment and retention – The Directorate employs 1.34% of 16-24 year old which is a slight increase on last year (1.14%). This increase may, in part, be due to the Directorate to using opportunities under the apprenticeship levy.

However, the figure is still low when comparing to the corporate % of 3.5% and with the 2011 census which indicated that 16-24 year old make up almost 12% of the local population.

The majority of the Directorate’s employees fall within the 50-54 (19.82%) which is similar to the council as a whole; and the second highest group is 45-49 (19.38%) which is higher than the corporate % of 8.23%.

Sexual Orientation & Faith, - Workforce Confidence - There is a continued reluctance from the workforce to disclose their religion or belief and their sexual orientation.

36.97% of employees within the Directorate have stated their religion, 1.78% prefer not to say and 61.25% not stated. This appears to be the same across each directorate within the council. In comparison to last year this is a slight improvement corporately although Adults has not seen much movement and is notably higher than the corporate % of 52.09%.

In terms of sexual orientation within the Directorate 14.25% employees stated they prefer not to say which is significantly lower that the council % of 22.33%, however, Adult Social Care show 44.77% employee’s not stating compared to the corporate wide % of 29.72% which is substantially higher. Overall council wide % of prefer not to say and not stated is 52.05% compared to Adults of 59.02% which highlights a gap with the corporate trend.

Disability Representation – 6.90% of employees in the Directorate have declared a disability, which is significantly higher than the overall council figure of 3.96%. The % of employees in the Directorate who have not stated whether they have a disability has increased from 7.22% in 16/17 to 10.69% in 17/18 which is notably higher than the council’s total of 9.40%.

ASC supports a range of services to the community with particular expertise in supporting physical and mental health conditions. The council has policies such as agile and flexible working which in part should help disabled employees to attain and maintain a career supported, where need, by reasonable adjustment or facilities to counter any underlying health concerns. An expert by experience was recently appointed to the directorate that offers broader opportunities to the directorate to explore areas where roles can be developed to encourage and promote an inclusive workforce.

The Directorate is actively engaged with the wider Workforce Transformation agenda and as such will be helping to identify and introduce ways in which equality agendas relating to Disability and Mental wellbeing can be supported across the workforce and encourage good working practice that supports all people inclusively of Disabilities

Timescales – Workforce profiling is set against a financial year, with accumulative data being published around June each year.

Mandatory training – as part of service delivery, there will be opportunities for employee development and training which will support the Directorates equalities agenda.

Sharing learning/good practices – the directorate will share good practice, review at equality boards and communicated within services.

**Adult Social Care: Workforce Equality & Diversity ACTION PLAN Year 2018/19**

Our action plan is in two parts

1. Main Targets that measure our success in reaching our Workforce Employee Monitoring Equality Action plan objectives
2. Actions and Initiatives planned to help us work towards our objectives
3. **Main Targets** (A summary of the Objectives and Targets from the Employee Monitoring analysis and Directorate Management Team agreed focus areas.)

|  |  |  |  |
| --- | --- | --- | --- |
| **Objective** | **Target** | **Target Date** | **Progress** |
| **Summary of objectives**  1: **Representative workforce**: To take positive action in appropriate measures in ensuring that Career, Employment and Succession Planning takes into consideration the profile of our workforce (as measured in the corporate employee monitoring report). Our objective is to ensure that the actions needed and opportunities to further develop a representative workforce are taken at every opportunity.    2: **Social Value**: To ensure that the Public Service Act Social Value procurement responsibilities are owned and implemented by officers responsible for commissioned services.  Consultation with local providers to embed the practice and principles of social value within provider services and commissioned & contracted services.  3: **Positive Action** –recruitment and retention  ASC and the care sector are affected by a shortfall in future capacity due to an ageing workforce and lack of attractiveness amongst young workers to see local authority employment as a career choice.  Our objective is to support the councils apprentice programme, in designing appropriate roles to support careers in care, and to improve the age profile through positive action amongst the workforce.  4: **Workforce Confidence**  To improve the confidence amongst the workforce in sharing protected characteristics, so that accurate and reflective data can be used to positively influence all strands of equality and diversity across the council. Recognition that the workforce is more diverse than held data illustrates.  To survey our workforce and use the intelligence learned to influence drive and develop our ongoing workforce strategy.  5: **Disability Representation**  To improve the opportunity for disabled employees and citizens to access careers and career opportunities, offering reasonable adjustments to individual needs.  To support workforce confidence so that known disabilities experienced by employees are captured within workforce data and used to positively influence strategy and opportunity across the directorate. Under reporting of religion, sexual orientation and disability | **Summary of Targets**  (SMART)  Review recruitment activity to issue targeted communications to under-represented groups eg: adult male social workers each recruitment opportunity. (Recruitment Monitoring)  DMT to review annually Equalities Data to assess the impact of targeted communications on recruitment outcomes.  Gender analysis of Care Workforce to be considered by Group Managers when designing service redesign.    ME analysis  To increase the visibility and compliance of the Social Value Act 2012 principles into all procurement and commissioned services.  To increase the measured age diversity of the directorate  To support apprentice opportunities in line with the corporate programme in development  .  To improve workforce confidence and morale through initial developments of workforce surveying.  To gain improvements in accuracy of workforce profile recording.  To use accurate workforce profiles to support the strategic OD/workforce strategy.  To have improved accuracy of workforce data of records held  To engage with staff through various forums to understand the importance of declaring this information  To capture all activities whereby people with disabilities are feeling engaged empowered and included in their day to day opportunities that in turn improve community inclusion, improved mental Health and wellbeing and positive contributions towards ordinary life | **Target Date for completion**  Quarterly from implementation of new Recruitment E-portal.  June/ Sept /Dec/ March 2018  Annually, and in line with Equalities Board meeting dates.  June / Sept/Dec/ 2018  Various throughout business year.  4 plans in scope in 2017/18.  As above  To be reviewed end of financial year  Draft completed  ASC has recently supported some joint work across ASC and the Probation service in order to assist in the Social value aspect of our business. This has assisted a range of hard to reach groups of people to deliver outcomes back to the community and give them opportunities to rehabilitate themselves positively back to society through the work that they have undertaken  opportunities to deliver some positive outcomes to a service area that supports an equally complex group of people to receive something positive  To be reviewed annually, and in line with Equalities Board meeting dates.  June / Sept/Dec/March 2018  Launch of corporate apprentice programme to agreed – April 18  December 2016 Workforce Survey undertaken and findings published in February 2017  Quarterly  Quarterly  Quarterly  Annually through case studies for sharing of good practice, positive contributions and outcomes for the person who is employed or preparing for employment across Walsall as the community  There are several anonymised examples of where people with Disabilities have shared their stories recently in relation to how they have moved from feeling totally insignificant and devalued, to inspired, healthy , ambitious and engaged .These will be attached as part of the Directorates submission | **Notes of progress/ barriers/ new approaches**  Employment opportunities are scarce due to service downsizing this year; - However, in July 2017 the full workforce profile was circulated to group managers so that EQIA reports are all taking into account succession planning opportunities.  Annual employment monitoring data is reviewed at DMT and followed up in recruitment practices.  Further work needs to continue in our recruitment practices to bridge the gap.  The directorate has identified a representative on corporate social value working group which has developed a range of themes and outcomes which contribute towards the priorities of adult social care and will be included in all future tender exercises.  At June 2018 the percentage of under 25 employees has increased from from the same period 12mths ago. Work still remains to need to continue increase this percentage further to close the gap in age.  We made a conscious decision to give priority to our permanent employed staff that are at risk of redundancy.  Adults have pledged that over the next 12months there will be opportunities for Apprenticeships.  This work will continue to be encouraged and welcomed across the Directorate  .  ASC will continue to work and offer such opportunities to groups of people who will give as well as receive fulfilment from their actions and input across the local community settings  Over 25% of the Directorate responded to the survey. ASC are now addressing some of the issues raised. There is also a more joined up approach that helps to maximise all communication streams from Core brief right down to 1:1 conversations- feedback up down and across service areas and disciplines managers  Employee forums are now in place to encourage staff engagement in the interest of service improvements. This will be further strengthened by the introduction of Corporate Workforce transformation initiatives that the directorate feed into.  Mandatory training requirements have been implemented  We have now implemented the workload management tool which is part of the revised supervision policy of which every member of staff engaging in regular supervision and having a 12 month development plan    This is drive by HR management information dashboard, which generates a narrative based on the workforce profile.  A workforce strategy has been drafted and shared with DMT of which some actions are being undertaken and other will be embedded over the next 12 months  Our approach in setting out workforce surveying is anticipated to help improve the confidence of our workforce to declare their protected characteristics. To ensure that resources are targeted to areas of opportunity and action- it is important that employee assurance is improved upon- thereby allowing a more accurate set of corporate data to be used to inform and support organisational workforce strategy.  Asking people to share experiences. Looking at how the persons experiences are either being confronted where there appears to be discriminatory practice or showcased when there is a fundamental shift that promotes a positive action |

**2 Actions and Initiatives**

**OBJECTIVE:** E.g. Increase the proportion of Minority Ethnic workers in delivery of Social Care and Assessment.

**TARGET:** E.g. Signpost and Promote employment opportunities via positive action - to under-represented groups, as part or regular and consistent practices- Improved representation achieved by next publication of workforce profile data. (Autumn 2017)

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| --- | --- | --- | --- | --- | --- | --- |
| **Proposed Action** | **Milestone Tasks**  (Key tasks that need to be carried out to implement actions) | **Responsible Person** | **Partners to consult / engage** | **Target Date** | **Success Indicator**  (How you can measure / demonstrate that an action is complete) | **Progress**  (Details of progress to date, useful information, barriers encountered etc) |
| Use new recruitment portal and other recruitment tools to improve targeted communication to under-represented groups  Ensure Social Value Act is embedded in all Commissioning activity. (Act 2012)  Taking Positive action to improve age diversity and representation amongst workforce/ Develop strategic skills and capacity retention approach in service design.  To improve workforce confidence by the use of surveying tools, with the aim of integrating intelligence gained into workforce strategy.  To improve the quality of workforce data to ensure that protected characteristics accurately reflect the workforce, - then to use the improved intelligence to inform and support positive action to increase opportunity for employment and career choice for workers with disabilities. Mental health First aid to be fully supported across directorate in support of these key actions. | Implementation of new corporate E Portal -  Publish bespoke advertising to ME community. Audit of management recruitment standards.  Utilise review periods to incorporate and review SV into commissioned services. Liaise with corporate procurement as appropriate.  Launch of corporate apprenticeship programme review resource capacity after full cabinet Feb 2017, integrate recruitment strategy to allocate posts ring-fenced to apprenticeships. Progress STP workforce plan with HR BP to develop capacity.  Issue survey materials, manage responses, and link with Strategic Business partner through DMT to develop actions based upon planned workforce strategy. Install shelter  Monitor usage  Use workforce survey data to unlock rationale as to why diversity within workforce is not reflected in measured stats.  Following exploration of new data, integrate evidence onto workforce design, using support from corporate equality team expertise. (Gender and protected characteristics specialism’s) | Corp HR Recruitment Lead  Directorate Leadership teams /Managers  The Head of Commissioning & Lead Commissioners  All DMT  HR BP. & Corp recruitment  Exec team, /Corporate Comms team, HR BP  All management teams. | HR Recruitment leads/Community Groups / Corporate Equality Team  Corporate Procurement/ CCG  STP Board  HR BP  Directorate Leadership team.  Corporate Comm’s team, HR BP ,Exec Leadership team  Corporate Equalities team | Feb 17 Implementation of product & April 17  Quarterly  Contract review calendar alignment  Ongoing via STP  October 16/November 16- Quarterly from April 2017.  January 2017 for new data- ongoing integration across business years 2017/18 | Increase in applications and successful applications for Council jobs from ME workers.  Increase in social value to Walsall providers and service partners via contracting review  Allocation of posts for apprentices, capacity to have younger workers through career pathways in service.  Returns of qualitative data from workforce.  Increased engagement from workforce. Improved morale beyond new T&C offer- retention data analysis,- grievance measures.  Improved accuracy of diversity data on workforce, Increased confidence amongst workers and work applicants not to hide their protected characteristics from corporate data recording. | Directorate Action plan. and the work being undertaken across the wider corporate Recruitment agendas will support the Directorate to stay on track and enhance their approaches towards this key agenda  Head of Service implemented SV review intent on all ongoing contracts. July 2016  Corporate e recruitment project in scope and age analysis undertaken using July 2016 workforce data.  To continue to use any data or intelligence gathered from forums, wider data surveys and also information gathered as part of undertaking skills audits across teams for benefit of supporting the wide range of staff their personal development needs, bespoke training or acquired learning  DMT agreed to developed action plan, July 2016 Draft proposals shared with corporate equality team, August 2016. Support offer given by corporate equality team September 2016 (Trans/Gender) HR BP capacity fully integrated into strategic plans. |

**Appendix 1 – Case Studies**

**Person Centred Case Studies Number 1**

**Pre-support from Adult Social Care**

* Lived at home with family who did everything
* Came into time limited support
* Encouraged supported and given opportunities to do things on own:
* Went out shopping
* Made own meals
* Made simple choices

**Post-support from Adult Social Care**

* Now living in supported living in purpose built bungalow
* Now more independent
* Feeling valued and able to be part of the local community

**Person Centred Case Studies Number 2 - Rehab Unit – Stroke/Neuro**

* Male
* Knocked down 9 years ago
* Brain injury
* Residential wheelchair user living on the top floor
* He was told that nothing could be done
* He was told he wouldn’t walk or stand
* Family in disarray
* Referred to rehab 2 years ago

1. Tilt/t 5 mins very limited speak and aggressive pain
2. Increased over time
3. Standing frame
4. Out of chair into frame
5. Reluctantly initiated program to access bars
6. Able to take steps
7. Walk free without frame/upstairs, car/out and about
8. Massive impact on family/sense of humour etc.

**Person Centred Case Studies Number 3 - Physical disabilities**

**Before**

* Female
* Was employed, but then had a stroke – carer elderly, sense of humour
* After the stroke, she became withdrawn and didn’t like to be associated with people who had disabilities and so confined herself to her base, which was her core friends

**Now**

* Broken down some of the barriers by working alongside people who give her time to adapt and understand her preferred way of being encouraged and supported
* Openly and positively communicating with everyone
* Leaves her space and walks to explore other areas
* Trusts her network of support
* Involved in community activities such as: the Library, Zumba and wider community inclusion

**Future**

* In the process of exiting a traditional day service because she has had time to develop skills, confidence and choices as alternatives

**Outcome**

* Gained confidence and self-esteem and has a better understanding of other disabilities
* Although she is nervous, she is looking forward to new possibilities and as her confidence grows, she is also being valued and welcomed by people around her as an equal

**Person Centred Case Studies Number 4**



**Set up a 5 a side football for adults with Learning Disabilities & Mental Health**

* Travel and training were included
* They took it in turns
* It helped them with confidence building
* Teamwork
* Fitness
* Money recognition (£2.00 per week)
* Set up a really robust community activity that meant that people with disabilities could access ordinary activities as friends in the local community and without the barriers of their “disability “ and the risk of being treated differently or not as an equal citizen

**Walsall Council Equality and Diversity Information**

**Directorate Report  
November 2018**

|  |  |
| --- | --- |
| **Directorate** | **Children’s Services** |
| **Executive Director** | **Sally Rowe** |
| **Contact officer** | **Carol Boughton** |
| **E-mail** | [**Carol.Boughton@walsall.gov.uk**](mailto:Carol.Boughton@walsall.gov.uk) |

**Corporate Equality Objectives**Our Equality Objectives have been based on available equalities information through research, consultation and engagement and Equality Impact Assessments. They will help identify internal and external targets that will enable the Council to improve the collection of equality information, and address the most persistent areas of inequalities faced by both employees and customers:

1. We will strive to have a diverse workforce, representative of the communities living in Walsall.
2. We and our contractors will treat people and agencies we work with, fairly, justly and with respect, in relation to both service delivery and employment.
3. We will find ways to support those who are disadvantaged or excluded.
4. We will promote inclusion and celebrate diversity and engage with local communities to identify equality issues and agree priorities

**Equality Act 2010 Protected Characteristics**Protected characteristics are the grounds upon which discrimination is unlawful under  
the Equality Act 2010;

Age Race

Disability Religion and belief

Gender reassignment Sex

Marriage and civil partnership Sexual orientation

Pregnancy and maternity

**Part 1 Main strategies and plans containing equality and diversity information**

|  |  |  |  |
| --- | --- | --- | --- |
| **Title** | **Purpose** | **Availability** | |
| **On request** | **Internet address** |
| Corporate Strategy | Key strategic plan for Walsall Borough Council |  | <https://go.walsall.gov.uk/Portals/0/Uploads/Communications/61513%20Corporate%20Plan%202018-2021%20%5BWeb%5D.pdf> |
| Walsall Health & Wellbeing Strategy | Key Strategic plan for health priorities |  | <https://go.walsall.gov.uk/Portals/0/Uploads/PublicHealth/60112%20Walsall%20Our%20Health%20and%20Wellbeing%20Stategy> |
| Complaints (corporate and statutory) | Information regarding the complaints  process is available electronically and in  hard copy and different formats for children and young people. The team offer support to all complainants, including adapting the format of information to meet requirements and drafting complaints on behalf of the customer. |  | http://cms.walsall.gov.uk/compl  aints\_compliments |
| Walsall Council’s Social Value Charter Indicators | Outlines our requirement that all contractors to deliver the main element of their contract whilst also demonstrating the benefits to Walsall’s people, economy and communities. |  |  |
| Our Plan on a page | Encapsulates our vision that children in Walsall are safe and that we will work with the right children, at the right place and time for the right length of time. This document lays out Priorities, our Principals and our Behaviours |  |  |
| Workforce Strategy | Our ambition to ensure that Walsall children are safe and that we are intervening with the child, in the right place, at the right time for the right length of time, means taking every opportunity to invest in and grow colleagues and partners so that we can work better together to make sure children and young people living, learning and growing up in Walsall are safe, happy, healthy and with a bright future. To contribute towards this vision, children’s services recognises the importance of having a skilled workforce who work together to deliver better outcomes. Workforce development is the key to ensuring we continue to understand and meet our employees learning and development needs. |  |  |
| Children’s Services Supervision Policy | This document describes Children’s Services commitment to providing quality supervision and support to children’s services social work staff, Team Managers, Early Help Practitioners and other professionals working with children and families in Walsall. |  |  |
| Corporate Parenting Strategy | This strategy outlines our vision for all looked after children and care leavers in Walsall. As Corporate Parents we want all our children and young people to have every opportunity that good parents want for their children. Above all we want our children to fulfil the goals and ambitions they set for themselves and ultimately provide good parenting for their own children |  |  |
| Virtual School Development Plan | This Plan outlines our ambitions for the education outcomes for looked after children |  |  |
| Early Help Strategy | This strategy identifies our partnership approach to delivering effective Early Help. The delivery of the right help, in the right way as early as possible to tackle problems and prevent issues from escalating is essential to improving the life chances of Walsall’s children, young people and their families. It will build capacity in communities that will prevent crime, support education and enterprise, keep children, young people and their families healthy and safe and reduce the demand for statutory services. |  |  |
| Walsall Youth Justice | This plan sets out how the Walsall Youth Justice Service partnership will work effectively to prevent children and young people entering the Youth Justice System, to continue to reduce reoffending and support families, victims and the wider community within its statutory framework particularly the requirements within the Crime and Disorder Act 1998. |  |  |
| O-5 School Ready Strategy  Building firm foundations in children’s early years | The Strategy sets out the vision, priorities and outcomes for improvement across early years in Walsall over the next three years. These are based on analysis of all relevant data and the valuable contributions from Head teachers, Early Years Leaders and Practitioners, Local Authority Officers, Health Colleagues and many others who aspire to improve outcomes for our youngest children. |  |  |
| School Improvement Strategy 2015-2020  0-25 (Revised September 2015)  Leadership Strategy 2016 | Sets out the vision and priorities across  Walsall over the next five years |  |  |
| The Link | Weekly newsletter to all schools highlighting local, regional and national developments and resources to improve progress and attainment including resources to engage and protect vulnerable children. Celebrates local good news and successes. |  |  |
| Children’s Services Right 4 Children Newsletter | Regular newsletter to Children’s Services workforce highlighting local, regional and national resources to protect and support vulnerable children and their families. Celebrates local good news and successes |  |  |

**Part 2 Equality Impact Assessments November 2017 to October 2018**

|  |  |  |
| --- | --- | --- |
| **Service** | **Title** | **Contact officer name** |
| Admissions and Pupil Place Planning Team | Proposed Admission arrangements for Community/Voluntary Controlled Schools 2019/20 and the Proposed Scheme for Coordinated Admissions for Primary and Secondary Schools for 2019/20 | Kate Mann |
| Children’s Commissioning | New Contract for Independent Domestic Violence Advocate (IDVA) Service | Andrea Cooke |
| Children’s Services | The Future of Walsall Adult and Community College | Simon Neilson |

**Part 3 Equality and Diversity Objectives**

1. **We will strive to have a diverse workforce, representative of the communities living in Walsall.**

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| Children’s Services Directorate delivers a number of statutory roles which support families and protect the most vulnerable members of our society. This includes: education services; early help; child protection; looking after children who cannot remain in their birth families and adoption.  Our employees are the front face of our services and engage with children, young people and their parents and carers often during times of stress and difficulty; it is vital that we have the right people in the right jobs with the right skills, experience and qualifications. It is important that they are trained to deal effectively, efficiently and sensitively with the wide range children, young people and their families they come into contact with on a daily basis. They also need to be aware of cultural, religious or individual needs and sensitivities in order to offer an excellent, flexible and accessible service to everyone.  In addition, our social workers are required to be registered with the HCPC, our regulatory body and to adhere both to the Standards of Conduct, Performance and Ethics and the Professional Capabilities Framework for Social Workers (2012).  The Children’s Services Directorate works to address these issues as follows:  **A representative workforce:**  The demographics of the population in Walsall are as follows;   |  |  |  |  | | --- | --- | --- | --- | |  | **Census 2011 Walsall Working**  **Age Residents (age 16-74)** | **Walsall Council** | **Children Services** | | **Male/Female split** | 49.1% Male  50.9% Female | 31.61% Male  68.39% Female | 15.70% Male  84.30% Female | | **Minority Ethnic** | 23% | 18.46% | 26.78% | | **Disabilities** | 10.4% (different definition) | 4.4% | 3.56% |   The number of people working for Walsall Council has reduced year on year since 2011/12, resulting in a total workforce of 3635 as at 31st March 2016. Children Services headcount has reduced 813 to 759 which is a reduction by 55 since 31st March 2015  Detailed below are some points for consideration regarding the profile of the workforce:  **Gender**  The % of female workers in Children’s Services at 84.30% is a marginal reduction on last year but remains consistently higher than across the Council. As a result, male workers are underrepresentation (15.70%).  In Children Services the % split of all males classed as part time workers (26.05%) and female workers (29.11%) is a higher proportion than in comparison to the Walsall population.  **Gender Pay**  The % of female workers remains stable in comparison to the same period 12 months ago in that % fluctuates as below;   * Grade G5 and below – 5.09% an increase from 3.45% last year * Grade G6-G9 – 3.22% a decrease from 3.33% last year * Grade 10-13 – 1.82% a decrease from 2.38% last year * G14 and above – 3.57% an increase from 2.56% last year.   **Minority Ethnic**  In Children services there has been a 2.4% increase in minority ethnic workers to 26.78%; as yet 4.88% of staff have not stated or chosen note to state their ethnic group which is a 0.65% decrease.  **Disability**  The % of workers within Children Services who have a disability is 3.56% which is very close to the Walsall population and is an increase from last year of 0.3%. It is important to emphasise that 72 staff have chosen not to state whether they have a disability or not which is lower than last year by 15.  In Children Services the data shows the following % of workers with a disability in different pay bands in comparison to last year:   * Grade G5 and below – 5.09% an increase from 3.45% last year * Grade G6-G9 – 3.22% a decrease from 3.33% last year * Grade 10-13 – 1.82% a decrease from 2.38% last year * G14 and above – 3.57% an increase from 2.56% last year.   **Age**  In Children Services this % of the workforce under 25 years of age is slightly higher (3.03%) than the council although this is a (2.14%) reduction from last year.  The number of over 65 year old employees in Children’s Services has decreased from 4.43% to 4.35%.  **Religion & Sexual Orientation**  There continues to be some reluctance from employees to disclose their religion and sexual orientation. Only 41.03% of staff within Children’s service have stated their religion, 1.19% prefer not to say and 57.78% not stated.  In terms of sexual orientation 42.88% staff have chosen to state their orientation which is a slight increase of 4.13% on last year.  **Summary of Progress since 2017/2018**  Attracting and retaining young people and an increasingly ageing workforce continues to be a significant problem. Children services are actively pursuing the government apprenticeship programme to attract the younger generation. Our Newly qualified social worker programme continues to be a regional leader and assists in attracting first time graduates to Walsall.  Employees still remain reluctant to declare religion/beliefs, sexual orientation and to some degree disability and minority groups. We continue to encourage all employees to share this information by providing assurance that this sensitive information will never be seen by name and is simply for management to ensure that our services are representative of the communities we serve. We also want to ensure that all employees who have protected characteristics are fully supported and receive an equal opportunity to development opportunities and training. This messaging across the Directorate has led to some marginal improvement in recording; however there are still a significant number of employees who prefer not to declare their status and this message needs to be continually reinforced  **Employees are trained and confident to fulfil their current roles and future potential**  Employees are most effective if they feel valued, that their opinions are listened to and that they have opportunities to develop and grow to their full potential.  Children’s Services has an active and comprehensive workforce development plan which supports employees at all levels of their career from student, through their first year of qualification and beyond. This year we have continued to invest in managers at all levels across the service and this year have invested in Frist Line, an evidenced base training programme designed to support first line team managers in social work teams to equip them to better support employees through the next round of significant changes within the service.  As a Directorate we are also continue to invest in a Restorative Approach to delivering our business. This is a value based, needs lead approach to engaging with each other, our partners and the children, young people and their families with whom we work. It is based on building social capital to enable positive change to be sustained reducing the need for future intervention.  The Director of Children’s Services hosts a Staff Engagement session 6 times a year. These sessions are open to all members of Children’s Services and provide an opportunity for them to hear about our successes, our current issues and significant challenges.  The Director of Children’s Services also hosts a Celebrating Practice event at which workers that have gone the extra mile and delivered exceptional service to those children and young people with whom we work are recognised. This year, the certificates of recognition were presented by the Director. There were numerous wonderful examples of Children’s Services workers taking the extra step to support our vulnerable children and young people.  20180918_103210  We have also held a Right 4 Children whole staff conference which 392 staff members attended. This provided an opportunity for staff to meet with others from across the Directorate, hear from both the Chief Executive and the Executive Director about the vision for Walsall and for Children’s Services  The Link is our weekly news bulletin to all schools focusing on educational attainment and resources to support progress including working with disadvantaged children and young people.  The Children’s Services Directorate Right 4 Children newsletter is a regular newsletter from in which new developments, key events and good practice is celebrated and resources to engage vulnerable and disadvantaged children, young people and their families is publicised and promoted.  Every case holding worker has supervision at least monthly in line with the Directorate’s Supervision Policy. In relation to Equality and Diversity issues the policy states:  “Supervision should be based within anti-discriminatory principles of equality and diversity. If there are identified and agreed issues that arise from difference between the supervisor and supervisee based on age, disability, gender-reassignment, marriage and civil partnership, pregnancy and maternity, race, religion, sex and sexual orientation there is an option of involving an independent person for consultation and support.”(pg3)  Outcomes of supervision are recorded and case related decisions and directions are recorded on the child’s file. Supervision audited and/or the subject of observed practice to ensure that it is effective.  **Welfare of employees:**  All requests for reasonable adjustments are taken seriously within the Directorate and every effort is made to accommodate reasonable requests.  3 members of employees are provided with DragonSpeak software to assist them in recording activity and a number of employees across all areas of the directorate have specially adapted equipment to physically assist them in their day to day work.  We have also undertaken a number of workplace assessments which have resulted in specific equipment being issued, including, desks, chairs, writing slopes and back supports. Reasonable adjustments have been made for staff members with specific health needs including relocating the place of work to ground floor accommodation for a member of staff with arthritis and altering work patterns to enable members of staff with chronic health conditions to manage their health needs effectively e.g. one member of staff is diabetic and another has renal failure both conditions requiring attention throughout the normal working day to maintain the best possible health outcomes for the individuals concerned. |

1. **We and our contractors will treat people and agencies we work with fairly, justly and with respect, in relation to both service delivery and employment.**

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| Our Plan on a Page has been refreshed to ensure that our transformation programme is embedded within. It outlines the ways in which we will engage with those with whom we work and who work with us.    It outlines our objective to work with the right children in the right place at the right time for the right amount of time. There are three principal work streams. These are:   * Prevention ~ which includes better understanding our communities and embedding relationship based practice * Restorative Practice ~ which includes developing a skilled and stable workforce; embedding a whole system approach to restorative communication and developing a whole system restorative leadership and accountability * Commissioning ~ which includes reviewing our commissioning intentions, priorities and approach to deliver greater value for money and better outcomes for children and families |

1. **We will find ways to support those who are disadvantaged or excluded.**

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| Our Plan on a Page outlines the ways in which we will seek to support children, young people and their families who are disadvantaged or excluded are who are at the heart of our business.    **Early Years:**  Our 0-5Years School Ready Strategy outlines the way in which we will support our providers to enable very young children to engage with early education. Take up of access to 3 & 4year old funding in the Autumn 2018 was 97.2%, a similar figure to last year’s take up of 97.1%  This funding is designed to support all young children in this age range to access early year’s provision and so support them in laying the building blocks for good academic progress and acquire the necessary social skills which support positive outcomes in later life.  Funding is available for 2yr olds who have an additional disadvantage. This includes children who are looked after or who have been adopted; children with a profound disability; children whose parents access specific benefits. Take up of this provision in the Autumn 2018 was 69.9%, a similar figure to last year’s uptake of 69.4%.  The Early Years strategy is includes a ‘Bank for Inclusion’ designed to help schools promote greater inclusion of children. This includes a toolkit to support staff in addressing specific issues and promoting inclusion:   * C joined reception class from Nursery. In Nursery he was noted as being withdrawn and not making eye contact. He preferred to play alone thus increasing his isolation despite strategies put in place by Nursery to encourage him to interact with others. In reception, while his abilities and language use were similar to those of his peers it was noted that he struggled to understand other children’s emotions and found it very difficult to cope with changes and transitions during the day e.g. when another child put pay lettuce into the play toaster he became extremely anxious and distraught. The Reception calls put a range of strategies into action including a visual timetable, pre-warning time before a change of activity and using tools from the toolkit including ‘Feeling Flowers’ to help developing expressive use of language to describe how he and others might be feeling and working closely with Speech and Language Therapists and providing Mum with a copy of the following weeks activity including photos of activities so that she could pre-teach him. As a result C has now been discharged from the Speech & Language Service and is able to cope with predicted transitions with the support of his personalised visual timetable and is now able to participate in school activities without becoming overly anxious and distressed. C’s attendance has improved significantly from 53% in the Autumn term to 96.8% in the summer term * R has a congenital heart condition and joined a nursery school 5 mornings a week. This heart condition means she is dependent on one pumping chamber to pump blood around the body and a passive blood flow to the lungs. She struggled with steps, running and walking and requires periods of rest following exertion. During extreme hot or cold weather, R would find it difficult to be outdoors and would often go blue around the mouth. Like other children she would want to continue to play not realising that her body was struggling. The staff at the Nursery monitored her very closely, often needing to ensure that she had periods of rest by monitoring her play for parts of the session e.g. sending her to play a calm activity indoors after spending time outside. On school trips or visits, including short walks around the local area, she would be allocated a 1:1 adult support. The support provided ensured that R could reach her potential and enjoy a variety of opportunities to support her learning and development.     **Walsall’s Troubled Families Programme:**  Launched in 2012 and later revised in 2015, the Government’s Troubled Families Programme seeks to help families in serious crisis and includes out of work parents, children who are not in school or commit crime and members who are persistently involved in anti-social behaviour.  Unless helped, certain factors - commonly debt, homelessness, mental health issues, domestic violence, poor parenting, illness or substance misuse can prevent a family from moving forward.  Between April 20178 and November 2018 there were 317 families supported by the Troubled Families programme consisting of 611 adults and 667 children where positive outcomes were seen with sustained improvements. This includes 22 families where the adult secured and maintained a job for a minimum of 13weeks.      **Early Help:**  This service works with families where there are increasing vulnerabilities and challenges to support children and equip parents to nurture and parent positively.  **Children’s Social Care:**  The Service works with children who are at risk of significant harm to ensure they are protected and achieve good outcomes:   * J who is currently placed with a foster carer specifically recruited to care for J. At 16yrs of age, J has been out of education for a number of years. J’s social worker has been persistent in pursuing education for J and, having secured a training opportunity, relentless in supporting, persuading and cajoling J to attend. After a long journey, and a few false starts, J has a second chance and is attending a training provider * Q came to the UK last year; he is an unaccompanied minor. Q experienced traumatic events in Afghanistan including the death of his parents. There is a very positive relationship between Q and his social worker which has helped Q to cope with transition to life in the UK, following his unimaginably difficult experiences. These have included a change of foster placement and school, and recent challenges with a girl- friend, but his social worker has been a consistent and positive figure in Q’s life. His social worker has advocated strongly for Q in terms of accessing a full school timetable, he has listened to Q’s wishes and concerns in relation to foster placements and schools.   K is a 14yr old with additional emotional well-being and mental health needs and became looked after in September 2017 following her admission to hospital following self-harming and making threats to kill herself. At this time her parents felt they could not provide care for K and could not manage her mental health needs and care for her siblings. Between September and November K moved to a new placement four times, often in the early evening as her presenting behaviours provided significant challenges for those striving to care for her. While colleagues in the mental health services stated that K did not had an underlying mental health difficulty, her social worker relentlessly advocated for K to ensure that she received a mental health assessment which eventually determined that K was on the autistic spectrum. Achieving this diagnosis meant that the right interventions could be put in place to assist K in managing her relationships in placement resulting in K’s care provision stabilising and she is now in a long term foster placement. A diagnosis has also meant that her social worker has also been able to work with K’s parents and family to re-build that relationship. Although K is clear that she does not want to return home, she is able to spend positive family time with her birth family. Finally, with a diagnosis in place, K’s social worker has been able to support reintegration into school to ensure that K can access education. As a result of her social worker’s advocacy and tenacity, K has gone from a socially isolated, highly anxious and distressed, self-harming child who was not accessing education and was estranged from her birth family to a child care to being in school, achieving high grades and actively engaging in extra tuition, having friends and going out socially, having a sense of belonging and a front door key to the carer’s home, understanding her additional needs and how they impact upon her, spending time with her whole family including her father, stable mental health and no self-harm and a care plan of long term fostering being progressed in line with her wishes and feelings.   * C is 15yrs old and has been vulnerable to exploitation. He was going missing and had been involved in criminal activity, mostly linked to taking motorbikes, and there have been concerns that adults might sexually exploit him. Professionals were struggling to engage with C. At an Initial Child Protection Conference which C attended, professionals were able to observe C’s social worker engage C in the planning and decision making needed to reduce the risks C was facing. Since the since the meeting C has not gone missing and there have been no reports of C taking motorbikes. C has accepted the offer to participate on a motorbike mechanics course, offering the possibility that a worrying behaviour will become something positive and aspirational.   Between 25 and 26 September Ofsted Inspectors joined us for a two day focused visit in respect of our service for care leavers. In their key findings they reported:   * Children leaving care and care leavers in Walsall benefit from a highly committed, stable group of social workers and personal advisors * Care leavers feel safe and secure where they live and increasingly benefit from good education, employment and training   Our personal advisors are always prepared to ‘go the extra mile’ and in September this year one of them accompanied her young person as she started University, staying overnight in the city to support her into her halls of residence. This young person has no other significant source of support and we wanted to ensure that she was accompanied and supported to ensure that she settled in well.  20180918_165018  **Our Children’s Residential Homes:**  Our Residential Homes provide care, nurture, support and challenge for a number of those of our looked after children who cannot, for whatever reason, live in a family home. Staff routinely ‘go the extra mile’ to support these children and young people to make progress and overcome what are often traumatic life experiences:   * Since A came to live at Spindle Tree Rise he has been supported in his efforts to find training and/or employment. A initially lacked the confidence and self-esteem to seek out and pursue options himself. A’s keyworker made links with the Endless Possibilities scheme, via Walsall Council and with support A successfully applied for an apprenticeship internally with Walsall Council. Throughout the process of helping A get this role, his keyworker worked tirelessly to make this happen, there was constant communication between various parties involved, chasing and providing of information, and encouraging and supporting A. This was fantastic for A, as he had previously had poor attendance in education placements, and reached school leaver age with no qualifications. Gaining this apprenticeship was not only a great boost for his future employment options, it also helped to greatly raise his own self-worth. Although J is working on an independence programme that would usually require him to make his own travel arrangements, he was supported through the early stages of his new apprenticeship. On day one his keyworker transported A to his place of work, dropping him off early, right at the door with a packed lunch ready to go. Additionally as A would be then begin to travel in to work via bus, but not yet having funds to pay for his daily travel he was supplied with a monthly bus pass. This first month was funded by the home to cover up until A’s first pay day where he would then have responsibility for buying his own bus pass. We have seen A’s confidence grow as he got stuck in to the role. His line manager provided glowing reports of his work.   **The Virtual School:**  The Virtual School supports and challenges schools and education providers as well children, young people, children who have been adopted and care leavers and their carers to reach their full education potential. It holds the Pupil Premium, additional funding available to support the educational attainment and aspiration of looked after children and uses this creatively to support looked after children who are at risk of being excluded from school.  This year, the Virtual School identified the transition from primary to secondary school as a point of potentially significant challenge for a small number of year 6 children who were likely to find transition to secondary school difficult. This included two children with Education Health and Care Plans and 3 children with identified special educational needs, two of which were unable to attend a residential trip with their school due to extreme challenging behaviours.  Ten year 6 children and four year 10 and 11 children from a number of primary schools and 4 identified secondary schools attended a weekend residential with a focus on transition. The year 6 children were able to meet other young people who were also transitioning to their identified school as well as meeting older looked after children who were already attending their secondary school.  They were able to hear form the older children what it was like to attend the school.  All children who attended the residential have successfully transitioned to their new school.      **Walsall Youth Justice Service:**  Walsall Youth Justice Service is a statutory multi-agency partnership which has the principle aims of preventing and reducing youth offending.  The age of criminal responsibility in England is 10 and when young people become 18 they are transferred to Probation Services.  During 2018 in the 10 to 17 population there were 272 young people that the YJS worked with either through a crime prevention intervention or a conviction in Court:   * White ethnicities were slightly over represented by 0.6% (194 young people – 71.3%; this is higher than 70.7% of the 10 – 17 population) * Mixed ethnicities were over represented by 4.3% (25 young people – 9.2%; this is higher than 4.9% of the 10 – 17 population) * Asian ethnicities were under represented by 13.3% (21 young people – 7.7%; this is lower than 21% of the 10 – 17 population) * Black ethnicities were over represented by 8.5% (30 young people – 11%; this is higher than 2.5% of the 10 – 17 population) * Other ethnicity were under represented by 0.1% (2 young people – 0.7%; this is lower than 0.8% of the 10 – 17 population)   Special Educational Needs:  Walsall YJS is acutely aware that young people involved in the criminal justice system have a disproportionate level of special educational need and speech, language and communications needs (SLCN). If a young person is in the Youth Justice System they are 9 times more likely to have an Education and Health Care Plan (EHCP) and approximately 60% of young people serving a custodial sentence have SLCN. The YJS has a strong partnership with the Virtual Schools for Looked After and Vulnerable Children and has dedicated education support which aims to ensure 100% of young people subject to Court Orders are on roll at an appropriate school and they achieve. The YJS has a recognised SEN pathway with the Local Authority’s SEN team to ensure that young people who enter into the secure estate have their SEND needs met and the young people within the youth justice system are detailed within Walsall’s Inclusion Strategy.  63.6% of young people involved with the YJS in 2017 had experienced an exclusion from school. 44% of these exclusions occurred due to disruptive behaviour and 30% related to violence (either toward a teacher or another pupil). Clearly young people within the criminal justice system receive a significantly disproportionate number of exclusion when compared to the general population.  There is clear evidence within audit and supervision notes of Youth Justice Officers tailoring their plans and interventions to meet the special educational, speech and language needs or literacy difficulties. Further to this A Youth Justice Officer identified special education needs and worked to get an Education Forensic Psychology assessment within the secure estate which identified difficulties with maturity and comprehension which improved the Youth Justice Assessment, planning and intervention.  **Exploitation:**  The Group Manager with Strategic Lead for Youth Justice Services currently chairs the Local Authority’s Channel panel. The YJS has a prevent delivery plan, as part of Children’s Services, which ensures that all staff and managers undertake the Council’s Prevent e-learning, complete the Workshop to Raise Awareness of Prevent (WRAP) and manager’s attend local Counter terrorism briefings.  There are links between young people in the criminal justice system and an increased risk of radicalisation and being drawn into violent extremism. Certainly many of these young people and vulnerable to the exploitation of others:   * A Youth Justice Officer (YJO) identified a young person was saying concerning statements during intervention sessions regarding the terrorist organisation ISIS. The YJO discussed the case with the Local Authority Prevent Co-ordinator and had a meeting with a Counter Terrorism Unit Police Officer to share information. The young person was referred into Channel Panel and although the young person refused to give consent to receive support, the Partnership were aware of the issues and the Police could monitor any risks * A younger sibling of a young adult remanded in custody for belonging to a proscribed right wing extremist group. This child was referred into the MASH. Through close working with Prevent Police Colleagues and MASH, the case was considered by the Channel Panel and the child and family have subsequently been supported by a social worker quickly as there was no evidence to suggest concerning ideology or intent.   There is an emerging issue in Walsall for young people involved in Criminal Exploitation and gangs. The YJS are involved in the creation of a Multi-Agency Risk and Vulnerability Panel (MRVP) to ensure joined up plans are in place across the Police, Social Care and the Youth Justice Service. Through extensive mapping and information sharing exercises, there is significant evidence to suggest that young people already subject to Criminal Court Orders were being exploited, associated with gangs and involved in the possession of drugs and weapons. Through the MRVP, we were able to identify that a young person involved in the supply of Class A drugs had vulnerable siblings and the YJS were able to provide a diversionary support package for the family. |

1. **We will promote inclusion and celebrate diversity and engage with local communities to identify equality issues and agree priorities.**

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| Our Corporate Parenting strategy has been reviewed with Council for Kids and the New Belonging Group, our standing consultation groups with looked after children and care leavers, resulting in a refreshed strategy and pledges. We have actively sought commitment from other Directorates to fulfil and deliver the responsibilities of being a Corporate Parent.  We hold an annual Excellent Night Out for our looked after children. This year’s theme was ‘Pop Music’. The event was attended by 127 young people, their families and carers, many of dressed up as their favourite pop star ~ past or present. The entertainment included a performance by a number of staff dressed as Spice Girls and four of our male members of staff who performed as the backing dancers for one of our professional performers, all enthusiastically enjoyed by all our guests including The Chief Executive, Elected Members and a local Member of Parliament. The Excellent Tea Party for those children of primary school age was attended by in excess of 40 children this year. These events are an opportunity for us to celebrate their achievements and successes. This year these included:   * Perseverance and attitude to securing an apprenticeship * Working hard to decorate and make her new flat cosy and comfortable * Having a strong independent character and a drive to succeed * Coping so well with the many changes in his life * Passing a play leaders award   There were also a significant number of children who had achieved100% attendance at school.  Looked after children are routinely consulted with prior to their statutory review as are those children subject of a child protection plan.  Our Children in Care Council has been relaunched and as well as monitoring the implementation of the pledges made in the Corporate Parenting Plan, members have been involved in interviews for key strategic leaders in Walsall Children’s Services, including at Assistant Director level and for Heads of Service posts. |

**Walsall Council Equality and Diversity Information**

**Directorate Report  
October 2018**

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| **Directorate** | **Economy and Environment** |
| **Executive Director** | **Simon Neilson** |
| **Contact officer** | **Janet Read** |
| **E-mail** | **Janet.Read@walsall.gov.uk** |

**Corporate Equality Objectives**

Our Equality Objectives have been based on available equalities information through research, consultation and engagement and Equality Impact Assessments. They will help identify internal and external targets that will enable the Council to improve the collection of equality information, and address the most persistent areas of inequalities faced by both employees and customers;

1. We will strive to have a diverse workforce, representative of the communities living in Walsall.
2. We and our contractors will treat people and agencies we work with, fairly, justly and with respect, in relation to both service delivery and employment.
3. We will find ways to support those who are disadvantaged or excluded.
4. We will promote inclusion and celebrate diversity and engage with local communities to identify equality issues and agree priorities.

**Equality Act 2010 Protected Characteristics**

Protected characteristics are the grounds upon which discrimination is unlawful under  
the Equality Act;

Age Race

Disability Religion and belief

Gender reassignment Sex

Marriage and civil partnership Sexual orientation

Pregnancy and maternity

**Part 1 Main strategies and plans containing equality and diversity information**

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| **Title** | **Purpose** | **Availability** | |
| **On request** | **Internet address** |
| **Black Country Regulators Operating Framework**  **(Regulatory Services Enforcement Policy)** | Before deciding that prosecution is appropriate, the relevant Authority will consider all relevant circumstances carefully and will have regard to the public interest and, where appropriate, the views of any victim, injured party or other relevant person or impact on the community. Equal opportunities will be borne in mind in terms of implementing the enforcement policy. | ✓ | <https://go.walsall.gov.uk/Portals/0/Uploads/Licensing/Combined%20Joint%20Black%20Country%20Regulators%20Operating%20Framework.pdf> |
| **Walsall Council Gambling Act**  **Statement of Principles** | This Policy Statement is intended to meet the Licensing Authority’s obligations under the Gambling Act 2005,  The licensing objectives are:  • Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime  • Ensuring that gambling is conducted in a fair and open way  • Protecting children and other vulnerable persons from being harmed or exploited by gambling.  As regards the term “vulnerable persons” Walsall Council defines this group as people who gamble more than they want to; people whose gambling is beyond their means; and people who may not be able to make informed or balanced decisions about gambling due to a mental impairment, alcohol or drugs.” |  | <https://go.walsall.gov.uk/gambling-licensing-policy-statement-of-principles> |
| **Private Hire and Hackney Carriage**  **Licensing** | This document contains the Licence Conditions and Information with regard to driving, operating or owning a PHV or HC. It contains specific sections relating to passengers with disabilities, Guide for loading and securing a Wheelchair and passenger into a vehicle, that the grant of a Hackney Carriage Vehicle Licence is dependent on the vehicle being brand new and wheelchair accessible, that drivers must carry guide or assistance dogs belonging to passengers, free of charge.  All new and existing drivers are undertaking a pre licensing Driver Training Course which has recently been updated and includes disability awareness, CSE and other equality related matters. |  | <https://go.walsall.gov.uk/taxis> |
| Walsall Council Food Law Enforcement Service Plan 2018 - 2019 | The plan sets out the Council commitment to protecting all residents particularly those who are most vulnerable from ill health and fraud within the food and drink produced or sold within the Borough. | ✓ | <https://bit.ly/2EwtTp7> |
| **Green Space Strategy 2018-2022** | The Green Space Strategy and action plan have been reviewed. The new strategy and five year action plan looks at the future management, maintenance and development of green spaces across the borough, raising green space quality and putting in place a series of service and process improvements. Walsall Council will be responsible for leading on the delivery of the strategy, but it will need to be a partnership approach to help deliver the vision and aims. Working with Public Health, we continue to build on existing partnerships with agencies such as West Midlands Police and council departments, as well as new partnerships with the wider third sector and diverse communities. There will also be involvement from friends groups and other community based organisations. |  | <https://go.walsall.gov.uk/greenspacestrategy> |
| **Cemetery and Crematorium Rules and Regulations** | To guide service users on the expectations of the council when cemetery and crematorium facilities are accessed. | ✓ | <https://go.walsall.gov.uk/death_and_bereavement> |
| **Burial options** | To inform service users of the options available from the council for burial in Walsall cemeteries. | ✓ | <https://go.walsall.gov.uk/burial_arrangements> |
| **Out of hours burial arrangements** | To inform service users of the access and scope of the out of hours burial procedures for burials in Walsall cemeteries. | ✓ | <https://go.walsall.gov.uk/out_of_hours_burials> |
| **Register Office services** | To inform service users of the full range of services available centrally through the Register Office. | ✓ | <https://go.walsall.gov.uk/register-office> |
| **Municipal Waste Management Strategy 2004 - 2024** | The strategy was approved by Cabinet May 2004 and sets out the strategic framework, options and direction for the management of waste including collections and disposal in the Borough for the following 20 years.  An option was chosen and developed, with ongoing strategic changes being made to waste collection and disposal arrangements to deliver the highest level of sustainability by maximising recycling, maximising the diversion of waste from landfill and minimising the total amount of waste produced whilst remaining understandable and straight forward for residents.  Adjustments to the standard wheeled bin service are made for residents who produce more waste due to a health problem or disability and for those who are unable to move a wheeled bin due to age or a disability. | ✓ |  |
| **Urban Forestry Strategy for Walsall Council 2016 - 2026** | Sets out how trees, woodland and urban forest in the borough will be managed over the next 10 years and links and informs other strategies such as the Green Space Strategy, Highways Strategy and Waste Strategy. As part of the strategy the health and safety of both people and property are protected through risk management and pro-active maintenance of the tree stock. |  | <https://go.walsall.gov.uk/Portals/0/images/importeddocuments/urban_forestry_strategy_draft_march_2016.pdf> |
| **Public Health Services Transformation Fund** | The Transformation Fund provides investment from the Public Health ring fenced budget across Council Directorates, including Adult Social Care, Children’s Services and Economy & Environment to fund services that deliver public health outcomes for Walsall residents.  This helps to address (Mental health support services, domestic abuse refuge service and specialist residential rehabilitation services, Children’s Centres, parenting programmes, teenage pregnancy services, sports development, air quality monitoring, regulatory services, green spaces and health at work  We continue to work closely with Clean and Green Services and Sport & Leisure Development Services to improve parks, play areas, green spaces and community based physical activity across Walsall. The key outcomes to improving health are:   * Increasing physical activity * Increasing opportunities to reduce the number of overweight individuals   Increasing social contacts to benefit mental health and wellbeing | ✓ |  |
| **Public Health Transformation Programmes** | Public Health have continued to lead on two transformation programmes to improve health and processes:  The first is **Healthy Environment Transformation Programme**, focusing on a healthy environment around where we live, where we work, what we eat and how we play. We work with colleagues across the Council to look at ways to improve our environment. A framework and action plan have been developed to take this work forward.  The second is **INSIGHT**, a programme that looks at better use of data and intelligence in order to make informed decisions about our residents and the services they require. | ✓  ✓ |  |
| **The Walsall Plan: Our Health and Wellbeing Strategy 2017-2020** | The Walsall Plan: Our Health and Wellbeing Strategy 2017-2020 incorporates partnership working and commitment from Walsall Partnership Boards including the Economic Board, Safer Walsall Partnership, Walsall Safeguarding Board, and a newly developed Housing Board.  Collectively they aim to: Increase Economic Prosperity through increased Growth; Maximise People’s Health, Wellbeing and Safety and Create Healthy and Sustainable Places and Communities.  The plan is currently undergoing further review to reduce the number of priorities and actions and to provide more focus as a Walsall Partnership. This will be finalised in Feb/ March 2019. | ✓ |  |
| **Director of Public Health Annual Report** | The DPH Annual Report 2016/17 is themed around mental health and wellbeing, and recommendations of how we can work together to improve this important issue for the residents of Walsall. | ✓ | https://www.walsallintelligence.org.uk/wp-content/uploads/sites/6/2018/10/DPH-Annual-Report-2016-17-CJH.pdf |
| **Environmental Improvement Team Plan** | The Clean and Green Environmental Improvement Team play a part in making Walsall an attractive place to live work & play, providing a network of safe, accessible green spaces which are full of positive activity which encourages our communities to become healthier. This can be achieved by consultation and involvement with all sections of our diverse community to deliver the green space strategy and the key outcomes of the transformation Fund and by working across service areas, with key partners, organisations and other services. | ✓ |  |
| **Walsall Local Plan:**  1) Black Country Core Strategy  2) Walsall Site Allocation Document  (Submission Plan )  3) Walsall Town Centre Area Action Plan  (Submission Plan )  4) Walsall Site Allocation Document and Town Centre Area Action Plan Sustainability Appraisal (Submission Stage)  5) Black Country Core Strategy Review (Issues and Options Stage)  6) Black Country Core Strategy Review Sustainability Appraisal (Scoping Report and Issues and Options Report) | Strategy for housing and employment growth and regeneration.  Ensure appropriate supply of land for industry, housing and open space. Designates for protection the greenbelt and other assets.  Promotes opportunities for investment and improvements within the town centre.  Assesses the potential, environmental, social and economic impacts of the plans.  Review of the strategy for housing and employment growth and regeneration to meet the needs of the Black Country up to 2036.  Assesses the potential, environmental, social and economic impacts of the review using equalities data and also includes an assessment of the plans impact on equalities. |  | <http://blackcountrycorestrategy.dudley.gov.uk/t1/>  <https://go.walsall.gov.uk/site_allocation_document>  <https://go.walsall.gov.uk/walsall_town_centre_area_action_plan>  <https://go.walsall.gov.uk/evidence#SadAapSustain>  <http://blackcountrycorestrategy.dudley.gov.uk/>  <http://blackcountrycorestrategy.dudley.gov.uk/t2/p4/> |
| M6 Junction 10 Highway Improvements Project | M6 Junction 10 Highway Improvements Project complements the Council’s regeneration strategy for the area comprising Darlaston, Pleck and Bentley.  The area is the focus of some of Walsall’s most significant urban regeneration proposals that will transform unused and unproductive land into a major centre for economic growth and employment, with thousands of jobs being created as part of the Black Country Enterprise Zone. Working in collaboration with Highways England, the road bridges over the M6 motorway will be replaced by two new four lane bridges. This will increase the capacity of the junction and improve traffic flow through the area. In addition, improvements will be made to the A454 Black Country Route as well as the junction of the A454 Wolverhampton Road / Bloxwich Lane which are situated directly adjacent to M6 Junction 10 |  | [www.walsall.gov.uk/m6j10](http://www.walsall.gov.uk/m6j10) |
| Local Planning Enforcement Plan | Policy for prioritising action on the enforcement complaints which are received by the council and explain the different types of actions available to the local planning authority to deal with breaches of planning legislation. It also identifies how the council will communicate with complainants. | ✓ | Awaiting cabinet consideration |
| Transport Strategy 2017-2022 | The transport strategy follows the framework of the West Midlands Local Transport Plan (Movement for Growth) and Black Country Core Strategy and identifies proposals an programmes which will improve and develop the transport network across Walsall by;   * Encouraging economic growth * Stimulating regeneration * Improving the borough’s environment * Making the borough a healthier and safer place to live   Providing benefits to all sectors of the borough’s diverse communities | ✓ | Strategy will be hosted at following web link (not able to upload at present due to new website CMS)  <https://go.walsall.gov.uk/transport_strategies> |
| Black Country City Deal  Creation of BC Investment Fund;  Apprenticeships for high value manufacturing (HVM);  Housing, Jobs & Prosperity Demonstrator project;  Business Support package | Outcomes:   * 80 ha of Brownfield land brought into manufacturing use within 4 years, with a further 30 sites for future development over 10 years * 5,800 new manufacturing jobs within 4 years * 1,500 apprenticeships * £120m private sector investment in HVM sites * 700jobs created / safeguarded through support * 2,800 long term unemployed social housing tenants supported with 900 into employment. |  | <https://go.walsall.gov.uk/black_country_city_deal> |
| Black Country Growth Deal  LEP (Local Enterprise Partnership) allocation of £111.23m from 2015/16 to 2017/18 with a further £100.05m from 2018/19 onwards | Outcomes  2015-21 across the BC the Growth Deal will create up to:   * 6,000 new jobs * 1,000+ new homes * 3,200 additional businesses helped to grow * 7,000 additional learners supported to develop skills needed by business. |  | <https://www.blackcountrylep.co.uk/upload/files/Growth%20Deal/Black%20Country%20Growth%20Deal%20document.pdf> |
| Black Country EU Investment Strategy  LEP allocation of £152m accessed through an approved EU investment strategy | Eligible areas include skills and employment and social exclusion.  Within the ESIF Programme Walsall Council is the accountable body for both ESF and ERDF Technical Assistance Programmes and the Black Country ESF Community Grants Programme, which increases skills and employment amongst disadvantaged groups. All ESIF projects have equality strategies and implementation plans in place, which are monitored through external audits. Walsall Council’s equality plan for the ESF Technical Assistance project was deemed as ‘exemplary’ in a recent Article 125 audit. Best practice equality case studies are collated and promoted across the sub-region. |  | <http://www.bcta.org.uk/eusif2014-2020> |
| Guidance for local authorities in England on administering and enforcing the Blue Badge disabled parking scheme. | The Blue Badge (Disabled Persons’ Parking) Scheme was introduced in 1971 under Section 21 of the Chronically Sick and Disabled Persons Act 1970 (‘the 1970 Act’).    The aim of the scheme is to help disabled people with severe mobility problems to access goods and services, by allowing them to park close to their destination. The scheme is open to eligible disabled people irrespective of whether they are travelling as a driver or as a passenger.    The scheme provides a national range of on-street parking concessions to Blue Badge holders. It allows them to park without charge or time limit in otherwise restricted on-street parking environments, and allows them to park on yellow lines for up to three hours, unless a loading ban is in place. |  | <https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/519091/blue-badge-scheme-local-authority-guidance-paper.pdf> |
| Playing Pitch Strategy | Ensuring the borough has a Playing Pitch estate that is accessible and meets the needs of the local community. | ✓ |  |

**Part 2 Equality Impact Assessments November 2017 to October 2018**

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| **Service** | **Title** | **Contact officer name** |
| Regeneration and Development | Black Country Enterprise Zone: Darlaston Road Masterplan Area | Simon Tranter/Caroline Harper |
| Public Health | Cease Falls Prevention Service | Dr Paulette Myers |
| Asset Management | Community Asset Transfer | Nick Ford |
| Leisure, Culture and Operations | Externalisation of the New Art Gallery to the University of Wolverhampton | Chris Holliday |
| Clean and Green | Green Space Strategy 2018-2022 | Mark Holden |
| Public Health and Health and Safety | Health and Wellbeing at Work Offer | Joe Holding |
| Programme Management | Impact – Youth Employment Programme Extension | Simon Neilson |
| Leisure, Culture and Operations | 21st Century Information and Skills, Local History Centre & Archive and Leather Museum – Phase 2 redesign | Chris Holliday |
| Regulatory Services | Regulatory Services Enforcement Policy | Lorraine Boothman |
| Regeneration and Development | Walsall Site Allocation Document (SAD) and Town Centre Area Action Plan (AAP) Examination Modifications Consultation | Charis Blythe |
| Leisure, Culture & Operations | 21st Century Information & Skills School Library Support Service | Chris Holliday |
| Regeneration and Development | Walsall Revised Statement of Community Involvement 2018 | Charis Blythe |
| Planning Policy | Walsall Revised Local Development Scheme September 2018 | Charis Blythe |
| Borough Wide Development | West Midlands Combined Authority Devolution Deal | Simon Neilson |

**Part 3 Equality and Diversity Objectives**

1. **We will strive to have a diverse workforce, representative of the communities living in Walsall**

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| **Economy and Environment** comprises of a significant number of major services that impact on the majority of residents in the borough in one way or another, such as refuse collection, parks and green spaces, leisure, libraries, planning, public health, highways, environmental health and regeneration of the borough. As such it is important that the directorate is representative of the very diverse communities it serves and that it can effectively engage with all residents regardless of their age, race, religion, social and ethnic background or any disability.  At the forefront of our services is our workforce. It is vital that they are trained to deal effectively, efficiently and sensitively with the wide range of people they come into contact with on a daily basis. They also need to be aware of cultural, religious or individual needs and sensitivities in order to offer an excellent, flexible and accessible service to everyone.  It is important to us that we work collaboratively with staff, that their opinions are listened to and that they have opportunities to develop and grow to their full potential. Some of the ways in which we do this are:   * Encourage people to declare disability * Target recruitment via positive action statements to areas of under-representation e.g. young people * Support Apprenticeships * Assess the impact on the workforce profile of service budget reductions and examine and monitor workforce composition to ensure they have appropriate skills for the future * Creation of a Staff Forum, the Chair of which has a regular presence at DMT   **Staff are trained and confident to fulfil their current roles and future potential**  A Directorate Management Team Charter is in place which states:  *“As a management team, we are aware that our attitude and the way in which we behave can affect you as our employees. With this in mind we have prepared a Charter to guide the way we conduct ourselves and understand the importance of making this clear to you.”*  The Charter covers aspects of behaviour including being Supportive (spending time to get to know people); Respect (respecting colleagues and modelling good behaviour); being Positive (celebrating success and acknowledging individual contributions); Empowering (encouraging innovation and valuing diversity); working Collaboratively and being open to Development (taking responsibility for your own learning and development and encouraging others to do the same).  **The following actions are examples of achievement so far**   * To help address the under representation of younger people within the service, the directorate has a number of apprentices in post across a wide range of services from administration to vehicle maintenance technicians. The directorate actively works with its partners contractors such as Tarmac to place apprentices many of which whom have successfully secured permanent work placements. * The directorate continues to offer work experience to young people for example Public Health continue to undertake health care courses and have close links with Wolverhampton and Birmingham Universities. The service also considers requests from individuals who are seeking work place opportunities in teams such as planning and building control. * 6 Staff have successfully completed the stepping stone course supported by Learning and Development * A number of team building events have taken place within the business support service facilitated by Learning and Development colleagues that have helped to identify areas for development and in turn tailor training. * More than 30 Sport & Leisure staff undertaking apprenticeship training. Sport and Leisure are also hosting a care-leaver apprentice.   **Economy and Environment staff training**  The Economy and Environment (E and E) Directorate is committed to staff development and training. Thinking about new ways of training and developing staff over the coming years will be a top priority for the directorate.  New ways of staff developing their existing skills and acquiring new skills are set out below; all are supported by the Directorate Management Team.   * Apprenticeship training via apprenticeship levy * Attending academic qualifications * Attending one day training sessions (external) (CPD) * Internal Core Skills training * Lunchtime Out of Core Training Sessions (CPD) * External Seminars and conventions (CPD) * Attending meetings * Cross service working to gain skills * Career progression * Team restructures to encourage new learning * E-Learning * NVQs   Shown above are a number of ways that staff can gain the necessary and desired skills to enable them to complete their jobs to a high standard and develop in their role.  The E and E Directorate encourage training and development of its staff with a dedicated training team of representatives from each of the services within the directorate who also manage a dedicated training budget.  As part of the Black Country Technical Assistance Project, the Economy and Environment External Funding team designed and delivered a bespoke equality training module. This has been delivered to 32 representatives to date. The project also developed an Equality Toolkit which was published on their website [www.bcta.org.uk](http://www.bcta.org.uk) and promoted in a quarterly newsletter and circulated to some 200+ contacts. The purpose of the training package and resources is to encourage and support project organisations and teams to integrate equality into the delivery of their EU funded projects and embed the wider mission of the Equality agenda locally. |

1. **We and our contractors will treat people and agencies we work with fairly, justly and with respect, in relation to both service delivery and employment**

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| **Working in partnership with our contractors to support and enable local people into jobs**  In recognition of local employers’ efforts in helping local residents to improve their skills and move them into employment, Walsall Council’s Walsall Works team awards quality marks to companies that demonstrate social value. These awards depend on the level of activity that each employer have delivered and during 2018, we created two Gold Partners and these are whg and Barhale Construction. Barhale received their award from West Midlands Mayor Andy Street and he commented “I am constantly impressed by the close relationship in Walsall between the local authority and the business community. There are some truly inspiring stories that come from Walsall Works”  Walsall Works Silver Partners were also presented with their awards by Mr Street and this diverse group of employers included ZF, Lemforder, Fortel, Accord Group, Whitehouse Cox, the Department of Work and Pensions and the Light Cinema. In 2019, the team will continue to promote and reward social value activity and tie this into the council’s procurement process so that the maximum benefit can be derived from every pound spent in Walsall.  **Mental Health and Employment**  Commissioned by Public Health, Dudley and Walsall Mental Health Trust (DWMHT) provide tailored support for unemployed residents with poor mental health. Individual Placement Support, an evidence based model of support, provides improved access to a range of employment, training and volunteering opportunities. DWMHT also provide training to local businesses to increase awareness and reduce stigma of employing individuals with mental health related conditions.  **Walsall Works**  Provides an employment service for residents of all ages (vacancy bulletins, CV writing, application support), sources work placements within private sector companies, promote apprenticeships within external organisations, provides incentives to employers to take on apprentices, perform a jobs brokerage service in order to encourage employers to recruit locally.  Key demographics including gender, ethnicity and disability are monitored.  **Black Country Impact** **Team**  Work with young people aged 16 – 29 who are not in education employment or training on a 1-2-1 basis to remove significant barriers to work and help them get back into training or work.  Help them access housing support, training support, application help and other services.  Includes specialist provision for ex-offenders, those with health issues including disability and mental health. Specifically targeted are looked after children, children from travelling communities.  We are working within local schools and community organisations on employment and skills priorities such as providing labour market information to young people, providing employability courses and sessions as well encouraging the business community to engage with schools and young people.  **European Social Fund – Youth Employment Initiative**  The project is receiving up to £34 million of funding from the European Social Fund and Youth Employment Initiative as part of the 2014-2020 European Structural and Investment Funds Growth Programme in England. The Department for Work and Pensions (and London intermediate body Greater London Authority) is the Managing Authority for the England European Social Fund programme. Established by the European Union, European Social Fund helps local areas stimulate their economic development by investing in projects which will support skills development, employment and job creation, social inclusion and local community regenerations. For more information visit <https://www.gov.uk/european-growth-funding>.  **External Funding Team**  The council attracts external funding in order to enhance the quality of its services it provides for and with the local community. The approach plays a key role in enabling the Council to work more closely with its partners to deliver key actions around children and young people, health, social care and well-being, lifelong learning, economic and environmental regeneration and community safety.  The Team leads on the management of the Black Country European Structural Funds Programme 2014-2020 on behalf of the four Black Country Local Authorities and Black Country Consortium. The European Social Funding (ESF) is used to reduce inactivity among young people and the long-term unemployed and to improve training and skills. Funding is also investing in education and lifelong learning, and is promoting social inclusion by fighting poverty and discrimination across the Black Country. The team has successfully secured £250,000 extension funding to continue to support the roll out of the ESF programme throughout the Black Country through the technical assistance project.  The Black Country Technical Assistance project and its contractors monitor equality and diversity targets through delivery of the project and that of its sub-contractors. Equality reporting is a mandatory theme in procurement procedures, systems and processes.  The Council successfully bid to manage the Community Grants Programme which is part of the ESF Programme distributing £1.5 million in small grants in the Black Country region between 2016 and 2018. The programme is designed to assist small charities and not for profit groups to engage with local communities to deliver a range of skills and employment support activities to enable people from the hardest to reach communities, experiencing multiple disadvantages, to make progress towards the labour market. Grants of between £5,000 and £15,000 are available. The Council is waiting on the outcome of a second bid to continue to manage the Community Grants Programme to 2021.  Theexternal funding team have been proactive in bidding for other (non EU) externally funded projects in line with Corporate Plan priorities:   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Corporate Plan Priority** | **Funding source** | **Description** | **Proposed funding** | **Outcome** | **Equality Impact** | | Communities | Nesta | A corporate social responsibility approach to securing the sustainability of our green spaces. | £199,836 | Successful | Improved, longer term access to parks & green spaces.  Increased volunteering opportunities amongst disadvantaged groups. | | Communities  Economic Growth | European Social Fund | Extension of the Black Country Technical Assistance Project to maximise the take up and impact of the £152M European Structural and Investment Funds Programme. | Original - £304,000  & Extension  £235,170 | Successful | Investment in education, employment and lifelong learnings for vulnerable and disadvantaged groups. | | Economic Growth | European Regional Development Fund | Extension of the Black Country ERDF Technical Assistance Project as above. | £252,064 | Pending | Investment in business growth, start-ups, environment and resource efficiency. | | Economic Growth  Communities | European Regional Development Fund | SMART Energy project – upgrade of street lighting, 4/5G lampposts, electric vehicle charging. | £3.16M ERDF | Pending – outline submitted | Reduced pollution and more efficient public services. | | People  Communities  Economic Growth | Education & Skills Funding Agency | Accountable body status – Community Grants Programme | £1M | Pending | Bespoke support packages to move disadvantaged people closer to the job market. | | Communities  Economic Growth | Arts Council | Place making / events city - Wolverhampton lead bid with Black Country cultural / community participation elements. | £7M | Pending – shortlisted to final stage | Increased volunteering / employment opportunities.  Better access to community activities. Reduced loneliness and isolation. | | Economic Growth | Local Growth Fund | J and E Sedgwick Leather Organisation | £1.5M project (500k LGF) | In development |  | | People  Communities | Skills for Health - Trail Blazer Programme | Health eating awareness | £10-100k pilot | In development | Health inequalities. | | People  Communities | Work and Health Challenge Fund | Work Well Walsall – Support for employees tackling mental health / msk conditions | £250k | Pending | Health inequalities. |   **West Midlands Strategic Transport Plan**  Aims to improve the accessibility of development sites to generate growth and jobs, whilst promoting active travel and improving air quality. The Black Country Core Strategy has similar goals, aiming to improve access to employment, improve road safety and improve air quality. The Health and Wellbeing Strategy for Walsall also aims to improve employment, promote active travel and Physical Activity, improve air quality, improve road safety and improve access to healthcare. The findings of the Health Impact Assessment show that, overall, the Scheme is expected to make a positive contribution to the objectives of local and regional planning policy. The Scheme is expected to provide health benefits in and around the Walsall. Noise impacts are the only overall minor adverse impacts, and access to healthcare and physical activity is only expected to be minor adverse during construction. There is expected to be no impacts in terms of human health due to changes to air quality. The Scheme is expected to be minor beneficial overall for employment, during operation for access to healthcare, Physical Activity, driver safety and driver stress. The benefits of the Scheme stem from improvements to the junction leading to increased efficiency across the road network.  Services across Economy and Environment continue to increase the employment opportunities for people who, through illness, disability, etc. have difficulty in securing employment and require work experience to improve their employability. **Case studies in Appendix 1** illustrate this work and the benefits it has provided for individuals involved. (All of individuals in the case studies have given their permission to be identified and or their stories told). |

1. **We will find ways to support those who are disadvantaged or excluded**

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| **Black Country Impact project partners and overall funding allocation**  The Black Country Impact is made up of five partners, Dudley Council, Sandwell Council, Walsall Council, Wolverhampton Council and Black Country Talent Match (Wolverhampton Voluntary Sector Council project funded by the Big Lottery Fund). The specific breakdown of funding for the Black Country Impact project is made up of £17 million Youth Employment Initiative funding, £17 million European Social Fund and £17 million of match funding from the five Black Country Partners (which also includes £8 million of match funds from the Big Lottery Fund). This brings the total value of Black Country Impact project to £51 million, for 2018.  **Big Lottery Fund – match funders of the Black Country Impact project**  The Big Lottery Fund supports the aspirations of people who want to make life better for their communities across the UK. The Big Lottery Fund is responsible for giving out 40% of the money raised by the National Lottery and invests over £650 million a year in projects big and small in health, education, environment and charitable purposes. Since June 2004 the Big Lottery Fund has awarded over £8 billion to projects that change the lives of millions of people. Every year the Big Lottery Fund funds 13,000 small local projects tackling big social problems like poor mental health and homelessness. Since the National Lottery began in 1994, £34 billion has been raised and more than 450,000 grants awarded.  **What is the Black Country Impact?**  The Black Country Impact programme addresses the barriers faced by unemployed individuals aged 15-29 years, supporting them to secure positive outcomes including employment, apprenticeships, training and further education. Our individualised approach and alternative delivery structures provides flexible personalised learning and support that addresses the range of different personal and skills needs of young adults. Access to trusted advice and support, working alongside partners including housing, health, transport and employers to ensure individuals have the best possible opportunity to overcome the range of barriers they face, and to ensure they effectively participate, achieve a positive outcome and remain engaged.  The Walsall Impact Team have supported 2859 participants so far of which 79% were from the disadvantaged groups identified, making a real impact in the success of young people in Walsall and across the Black Country.  **What is Black Country ESF Community Grants?**  The Black Country ESF Community Grants programme aims to engage with local community groups and organisations to deliver a range of skills and employment support activities to enable people from the hardest to reach communities, experiencing multiple disadvantages, to make progress towards the labour market. The priority groups to benefit from support include people aged 50 and over, those from ethnic minorities, those with disabilities or health conditions, females and offenders/ex-offenders. The funding supports any activity which can help the individual progress towards employment and improve employability skills such as; taster sessions, informal or non-accredited learning, volunteering and work experience placements, job search assistance and softer skills, confidence building and personal development.  The project has issued some 100+ grants to local community and voluntary groups to deliver bespoke employability services to those hardest to reach communities.  **Public Health and Partners**  Public Health and partners (e.g. Employment and Skills Team, Substance Misuse CGL) are supporting local people who are out of work to reduce health related barriers. This includes support to Care Leavers as well as residents with a range of health conditions including mental health, musculoskeletal issues and individuals recovering from chronic drug and alcohol use.  Public Health also commissions a range of targeted Lifestyle services across a range of settings, such as workplaces, green spaces and community buildings. This includes a digital platform and triage to support for NHS Health Checks, stop smoking, physical activity, emotional health and wellbeing and diet and nutrition.  In partnership working with professionals across the whole of the health and social care economy and with our voluntary and community sector partners, Public Health have launched *Making Connections Walsall*. The vision is to:   * + Tackle loneliness and social isolation and improve social connections   + Improve wellbeing and reduce preventable health service and social care usage   + Develop older people’s wellbeing plans for all people over 60 years   + Develop the voluntary sector to meet the needs of older people   + Improve community health literacy and provide information about local community activities   + Encourage and support communities to access appropriate health and care provision   MCW is a **FREE SERVICE** providinga clear route of referral into community social support to address loneliness and social isolation  **Gypsy and Traveller Needs Assessment**  Community Protection have supported work to develop a Gypsy and Traveller Needs Assessment in an attempt to identify and work towards addressing the needs of this protected group. This supportive approach is reflected in the practice of the Community Protection Team when dealing with unauthorised encampments. Examples of practical support given include, supporting into permanent accommodation a single mother with young children who no longer wanted to travel and working with Public Health colleagues to distribute water to a number of encampments during the very hot summer. In addition where vulnerabilities have been identified in the occupants of an unauthorised encampment the enforcement process has been modified to take account of any identified needs.  **Community Protection Enforcement Work**  In line with the Black Country Enforcement Policy vulnerabilities are considered before any decision to pursue enforcement action is taken. An example of this is where an individual captured on camera committing a fly tipping offence was during the course of the investigation found to have mental health issue. Subsequently no action was taken against the individual concerned. Identified vulnerabilities are considered during any investigation undertaken by Community Protection and where appropriate referral pathways for support and intervention are followed.  Trading Standards – Scams, Rogue Traders and Door step Crime.  If someone is persuaded to part with money as a result of **postal**, **telephone** or **electronic communication** received into the home they may well have been scammed.  This can often take place on an industrial scale through:  • **Fictitious prize draws**  • **False investment opportunities**  • **Pension fraud or bogus equity release schemes**  • **Clairvoyant or dating scams**  • **Fake lotteries**  These scams often use techniques such as sales scripts, data collection and targeted mail. They may play on the aspirations as well as the vulnerability of the victim. Victims’ details are often passed around criminal groups, leading to repeat victimisation.  Several forms of this crime take place on the doorstep. Victims are cold called at their homes and persuaded to part with money. The most common form is charging an extortionate price for unnecessary work not completed. The average victim loses about £1,000to scams but some have lost their homes, their life savings and many thousands of pounds Financial loss is not the only cost. Feelings of vulnerability can have an overwhelming impact on many victims. Elderly victims are 2.4 times more likely to die or go into a care home than those who are not scammed.  First line civil advice has been outsourced by National Trading Standards to the Citizens Advice Consumer Service for many years now.  However, Walsall Trading Standards have continued to assist vulnerable consumers in civil disputes as well as investigating all complaints of scams, doorstep crime and rogue trading with the aim of providing support to vulnerable victims and effective enforcement action against perpetrators.  **Environmental Health - Pest Control**  In April 2016 as part of the budget setting process a decision was taken to charge for all Pest Control Services. Many pest treatments; rats, cockroaches, bedbugs had previously been provided free of charge. An attempt was made to keep costs as low as feasibly possible so that poverty or vulnerability was not a barrier to service. A safeguard was built into the system so that where Environmental Health management believed that charging or delaying treatment posed a risk to the health of the individual that appointments with the pest control staff could be prioritised or made free of charge. This has been implemented on a relatively small number of occasions since April 2016 but has proven to be extremely useful for those involved in the difficult scenarios we have come across. |

1. **We will promote inclusion and celebrate diversity and engage with local communities to identify equality issues and agree priorities**

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| **Consultation and Listening to what people say**  Community engagement is an ongoing process if it is to have meaningful outcomes. All consultation should have a clear purpose and be designed to ensure that the information gathered is what is wanted, meaningful and can inform the required outcomes. Results should be published. Especially to the people who have taken part and they should be aware of the reason behind the consultation. Consultation is useful for gathering information and testing perceptions, but more in depth engagement using dialogues with resident of all communities and service users is invaluable in understanding the underlying drivers for using a service and the values of that service to the individual.  We are currently embarking on consultation following approval by Cabinet of the draft revenue budget and efficiency plan 19/20 for stakeholder consultation (where required) and for Equality Impact Assessment (EqIA) with feedback on these to inform the final budget. All major changes to services require a robust EqIA to identify the impact on people with protected characteristics and to assess and potentially address or mitigate any disadvantage.  The Council has undertaken consultation on a revised Statement of Community Involvement (SCI). The SCI is an important part of Walsall’s Local Plan and is a legal requirement as set out in the Planning and Compulsory Purchase Act 2004 (as amended). The SCI sets out how the Council will involve communities in developing plans and policies, as well as their involvement in the planning application process. The Council is legally required to undertake statutory consultation as part of the plan making process and the SCI provides the guidance on to ensure the Council meets these legal requirements. The need to review the SCI has been triggered by a number of planning legislations or national policy changes. It is therefore crucial that the SCI is up-to-date so it can provide clear information to all our customers and staff. The Revised SCI was consulted on between 30 July and 24 September 2018 with adoption timetabled for November 2018 |

**Appendix 1 - Case Studies**

* 1. **Walsall’s own ‘unsung’ hero**

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* 1. **Walsall Council’s Public Health and Housing teams**

The Council’s Public Health and Housing teams continue to work in partnership with the Black Country YMCA to deliver a Night Shelter scheme for the winter months and 29 rough sleepers have successfully transitioned into the council Housing First pilot scheme. The scheme has assisted some of the most vulnerable citizens to gain accommodation and establish their own tenancies, enabling them to bring stability to their lives with the offer of support to address issues of addiction, mental and physical health, budgeting and active use of their time. It has also created a solid foundation acting as a springboard for some to enter volunteering schemes and paid employment with the associated benefits of improved health and wellbeing. The scheme will run again in Winter 2018.

* 1. **Employer recognised for championing Apprenticeships**

The Walsall Impact Team first met Owen Wilson, Recruitment Specialist, and Indy Atwal, Office Manager, back in January 2018 when they enquired about recruiting an Apprentice Administrator/Receptionist.

They were both passionate about helping local young people particularly through the Apprenticeship route in gaining opportunities.

The vacancy was advertised through our Black Country Impact Advisers and referred a number of candidates. They duly selected a candidate appointed her in March and she started a Level 2 Apprenticeship in Business Administration.

The candidate is thriving and doing very well in her position. Because of the initial success in recruiting an Apprentice they contacted me again to recruit 3 Apprentice Recruitment Consultants. Again CV’s were sent across and 3 candidates were selected through Walsall Works and started with the company in May 2018. One of the candidates said

*“We enjoy working at B and DM Care, it is very rewarding for us and we are learning a lot”.*

The company were presented with a Walsall Works Bronze Award on September 6th for their contribution in recruiting local young people into an Apprenticeship. They also won a Black Country Impact Employer Recognition award at a ceremony on 3rd July 2018 for using the project to recruit.

Two of the successful candidates

Indy remarked; *“Walsall Works and Black Country Impact always match the requirements that we are looking for in an Apprentice. The level of support has been excellent I promptly souring us candidates and filling our vacancies. I would definitely recommend other businesses using Walsall Works and Black Country Impact”.*

As a result of working with B&DM Care they recommended our services to Mwanaka Butchers, located in the same set of units, resulting in us sourcing a candidate that was taken on as an Apprentice Butcher with the company.

* 1. **ESF/BBO Promoting Equality by focussing on Ability**

Access to Business (a contract holder in both ESF and ERDF European Programmes) is committed to developing and demonstrating best practice examples of meeting cross cutting themes targets.

With their ongoing commitment to promote equality, Access to Business organised an event for the Black Country Business Festival on 4th May 2018 called “Business Ability”. The event was held in Wolverhampton and co-ordinated by Walsall Councils Growth Team. The theme was to support companies who wished to or already employed people with disabilities and offer support to anyone thinking of starting a business.

By combining resources from two ESF/BBO strand projects (BRIDGES and Community Matters) they were able to focus support on the most vulnerable citizens across the borough offering advice and guidance, information and practical solutions to gaining employment or turning business ideas into a reality. The event enabled clients to meet employers and for employers to understand the potential benefits disabled employees can bring to their companies. It was a positive event which was well attended by clients, business leaders and partners. The attendees were very complimentary on the quality of speakers and the accessibility of the venue, comments included;

Josie Kelly, CEO of Access to Business said “We are so proud of what we managed to achieve developing new ways of supporting our hard to reach clients bringing the communities together to promote social inclusion and inclusivity”

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* 1. **Black Country ESF Community Grants is making a difference through local Community Projects**



The Walsall based Community Footprints Project “Inspire Me 2” aims to work with individuals with mental health conditions and struggling families, to encourage increased confidence and self-esteem. The project supports mothers with drug and alcohol problems to overcome their issues and to be able to move closer to the labour market through skills based holistic therapy training. The project promotes diversity and inclusivity which reduces social isolation, supporting the participants to make friends and grow their own peer support network. The project is made up of a 6 week programme which includes tasters in Indian Head Massage, Reflexology, Reiki, Crystal Healing, Meditation and Relaxation with further training in chosen areas by the participants. This gives participants solid employability skills which builds confidence and can be transferred to either higher education, employment or self-employment. Other benefits of the project include acquiring new skills, participants learning learn how to reduce stress and anxiety, re-build and develop life changing experiences.

Kerry, a local resident and participant of Inspire Me 2 said “I found the course very good, it has helped me learn new skills and meet new people. I hoped the course could help me improve my confidence and it certainly has. I have felt happier in myself, the staff are really helpful and gave me ideas on how I can stay positive and move forward.

Her project worked states “Kerry has improved in confidence so much over the weeks, she has shown an interest in a number of areas of holistic therapy, we hope to support her to find help to funding for future courses to help her find employment.”

The project is financed by the European Social Fund and Education and Skills Funding Agency. Walsall Council is the lead accountable body for the Black Country.

* 1. **Walsall Works supporting Women in to Construction**



The Walsall Works team hosted a successful recruitment and information session for local Civil Engineering Company, Barhale, on Friday 16 February 2018. The event put on in partnership with DWP, was held at the Walsall Council House and was attended by over 80 job seekers looking for opportunities within the construction and engineering sector.

The event taking part over two sessions throughout the day had presentations from Barhale, their sister company BCS and the Midland Metro Alliance, the Walsall Works team were also on hand to support candidates with advice, guidance and employability support.

From the event 16 residents were selected for shortlisting, with 4 moving on to the formal interview stage. Upon completion of the interviews, 3 Walsall residents successfully gained positions as site operatives with the midland Metro Alliance, including 22 year old Kelly Jo Jones.

Kelly was the hailed as the first female site operative to have been employed by Midland Metro Alliance. Kelly, who resides in Blakenall and is a  Walsall Housing Group tenant, is ‘delighted’ to have been selected to work for Barhale, and for the support received through Walsall Works for organising the event from which she secured employment.

Tim an Operational lead from for MMA said “Definitely be interested in doing another event later on in the year when I will have a need for more people to work on the Metro extension”

* 1. **Helping to turn lives around**



*This case study has been anonymised*.

Black Country Impact Advisor, Aaron Gharu, first met the participant who for anonymity will be referred to as xx. After he was referred by Walsall Probation Services, who explained that xx was not attending probation regularly and is seeking Employment Support Allowance (ESA) for depression and anxiety. He also said that probation found it difficult to get him to engage.

Aaron explained that although he worked with probation, he himself was not a Probation or Police Officer but worked for Walsall Council on the Impact programme. He explained the mission of Impact and how the support and mentoring could help him to find a positive path for the future. At first xx was very skeptical about this support as he said that he didn’t understand why anyone from Walsall Council would even care for someone who had been such a ‘menace to society’.

Aaron then explained his mission in life and how someone mentored him when he was once on a dark and rocky path. After listening to this, xx started to open up more and spoke of his own life and how he had been to prison 14 times, been stabbed on 3 separate occasions and started to get into trouble since the age of 6. xx said that he has committed various crimes, but that burglary was his main crime of choice, especially the burglary of cashpoints and safes.

xx said that this wasn’t the path that he wanted to pursue but said that this ‘way of life’ was all that he knew. He said that he just needed a chance now to turn his life around for the better and an opportunity to prove himself. xx is married with children and does not want to turn to crime again but will if he has to because he can’t see any other options. xx was open about what he was currently up to, he said that he was thinking of drug dealing as he has a young family to provide for, but said that this is not a path which he wants to pursue. He said that he has been trying to get a job but struggles to find legitimate work as he suffers from depression, has never had a CV and does not know how to create an email address. xx also said that he smokes cannabis but would quit if the right opportunity came his way.

Aaron worked with xx to overcome his barriers, along with support from Rob Beck, Employer Engagement officer, a number of Job interviews were arranged and xx was successful in gaining a trial with a local fabrication company. After the trial, xx was offered a position and Black Country Impact Officer, Aaron, was able to support him with work boots and a bicycle to travel to work, as xx cannot catch a bus as he now finds it difficult to be in enclosed spaces after his previous stabbing incident.

Aaron has continued to keep regular contact with xx since and he has been mentoring him. xx said that he has been doing really well and is enjoying the job so far. The Walsall Works team have been able to work with the employer and a local training provider to secure an apprenticeship for xx, who will now attend training 1 day a week as part of his full-time job, allowing him to gain qualifications for the first time. The employer recently sent a letter to Aaron stating that “We are delighted with the way he has applied himself to all the tasks given to him and providing he keeps progressing feel he has a future in a trade where good people are hard to find”. xx said that he is really excited about the apprenticeship opportunity as he will get to up his skills set on the job and said that he cannot believe how far he has come.

xx keeps regular contact with Aaron and recently said that he didn’t know that people really did care for him. He was very thankful to everyone who has helped him along the way including the Impact and Walsall Works team along with Probation. He said that if he wasn’t engaged in the apprenticeship, he would be out in the community committing high level crime to get by, as this is all that he ever knew. xx received his first ever pay cheque and although it was no way near the money that he used to stack up from criminal activity, he said that he was more appreciative as he worked hard for it. xx said that even paying his rent felt good.

* 1. **Working in partnership with local employers support and enable local people into jobs**



Farcroft Restorations is a Walsall based specialist restorer of fine art, china, antiques and furniture.

With support from Walsall Works the company has been able to employ six new restorers and a warehouse operative. Due to continued growth the company has needed to expand its work force, but has struggled to find qualified and skilled restorers. Walsall Works was able to help in advertising vacancies and sourcing local talent.

Danny Bennett, Farcroft Operations Manager said “it is a struggle to find the right staff outside of London. So to find three people in such a short space of time is excellent. The new staff have as much experience and expertise as anyone else within the company.”

Andy Hoccom who had been unemployed after completing his Art Degree at Wimbledon College of Arts. Andy who had struggled to find employment within the art sector was supported in to his new role through the Black Country Impact Program and Walsall Works.

“The support from Walsall Works was extremely helpful in me getting the role. They helped me find and apply for the position, supported me with advice and a new CV.”

Since starting the role Andy has been able to continue his passion for art and use his skills gained at university.

“Within the first few weeks of starting I was working in London restoring a £3 Million art collection that included work from Banksy, Damien Hirst and Tracey Emin that had been damaged in a fire.”

A video case study is also available at <https://twitter.com/i/status/1054345412558106624>

* 1. **Community Hydrotherapy**

Exercise rehabilitation sessions delivered in water, through Walsall Leisure Services venues. 14 sessions per week, with over 1000 individuals attending in the last year. The following are two stories from service users.

Client A had a total knee replacement which had not progressed very well. They were still on crutches and their consultant wanted to try manipulation under anaesthetic. Within a few weeks of attending they had regained a 90° bend in the knee, didn’t need the crutches and didn’t have further surgery. “I absolutely love my hydro sessions. I really feel it has helped me to recover properly from my knee replacement. I now often walk over a mile twice a day with my dogs. People don’t know it’s me as my walking has improved so much. I also have friends at hydro now, we enjoy having a chat and giggle”.

The physiotherapy department advised client B to attend Hydrotherapy following a slipped disc in the summer of 2017. Following an initial consultation to assess their condition and any associated issues, they attended their first session. “This was a very supportive occasion. I was provided with a detailed programme for me to follow during future weeks, and there was a member of staff in the pool to guide me through the initial session. The sessions have led to a significant improvement in my condition. I would recommend the Hydrotherapy sessions without reservation.

* 1. **Physical activity for Cardiac Enhancement (PACE)**

Exercise classes for those who are recovering from a cardiac episode or are at additional risk of one (e.g. diabetics). These sessions are delivered by Sport and leisure services across active living centres and community facilities.

Sessions are delivered in local community facilities and offer a supervised speciality programme for people’s conditions. Sessions follow a class or individual format but all are designed so you can work at your own level to gain the greatest individual benefit. The following are the stories of two people who have attended and benefitted.

Client B was diagnosed as a Type 2 diabetic, and following a referral into PACE from her practice nurse, (alongside joining weight watchers) she attended regularly for 8 months. As a result they lost 24kgs (127kgs to 103kgs, and her HBa1C dropped from 55.1 (old 7.2) to 37.5 (5.5) and did so well they were taken off medication

* 1. **Couch to 5k**

Couch to 5k is a 12 week running programme co-ordinated by Walsall Sport and Leisure, designed to get non-runners to start running and be able to achieve a 5km distance by the end of it, by attending the weekly parkrun delivered by volunteers every Saturday in Walsall Arboretum. One user said:

“I have always wanted to run for years, and after losing weight I heard about the Couch to 5k programme, so I joined not knowing if I was able to complete. The programme gave me confidence to do more and that I could do this. I had amazing support and advice, met loads of friends and most of all I cannot thank the leaders enough for helping me to succeed my dream.

I have since completed a 5k race in Aldridge and booked on for a 10k in September. I am so chuffed as to how it has changed my life. I am much healthier, feel fantastic and my advice to any new person wanting to join or wish they can run or even think they can’t do it, is go for it. I could not run for longer than 20seconds and now i can run for over an hour, all thanks to Couch to 5k. It is the best thing I have ever done. I hope this helps anyone who wants to start running or up their fitness.”

* 1. **Equalities and Diversity - 21st Century Information and Skills**

On 14 January 2018, 21st Century Information and Skills extended Sunday opening so that every Walsall library now opens on Sundays – compared with only two other libraries across the rest of the Black Country.

Weekend opening is really important to provide access to library services for working people and families, and to provide quiet places for homework and study that not all children and students may have access to at home. It also enables equality of access regardless of particular faith or Sabbath days.

In addition, the Mobile Library introduced a new Saturday service in May, specifically to target those areas of the Borough that no longer have a static library. The Home Library Service ensures access to library resources for people unable to get to a library or mobile library service, and includes a home delivery service with a focus on Asian and Asian language material.

21st Century Information and Skills began providing free access to Press Reader to celebrate national Libraries Week, 8-13 October 2018. This is available in all of the borough’s libraries, or from any device anywhere at any time. It provides access to over 7,000 full colour newspapers and magazines, from Britain and more than 100 countries all around the world in over 60 languages.

This gives access to current news material for the widest range of people across the Borough, with titles downloaded monthly from many different countries – and free with just a Walsall library card. It means having access without having to get to a physical library or being restricted by library opening hours, and provides access to papers not even available in printed form in the UK.

It also includes all the main British newspapers and Sunday editions. People can choose to have particular titles delivered directly to their device each day – so it’s a great way to save money, and make newspapers and magazines equally available to the widest range of people. All the newspapers are identical to the printed editions and issued at the same time as the print versions are published. It’s a great service to support diversity.

Bloxwich District Library hosts and provides material for a Reading Group specifically for Blind & Partially Sighted People.

Walsall Leather museum has been working with the supported learning students at Walsall College for over 20 years now, providing them with a gallery venue for their annual Art and Design exhibition and supporting them with display and publicity.

Stitchers and Skivers is a monthly craft club at Walsall Leather Museum designed to support social interaction – for example, one person has lived with a chronic illness for 20 years that had led to some mental health issues, and is noticeably growing in confidence with each session with likeminded people.  Another was booked into the Stitchers to attend by her daughter specifically to decrease her risk of social isolation following a bereavement.

The Leather Museum this year introduced an anti-bullying activity for young people –making a leather heart, which the children may augment by putting a message inside.

The construction industry as a whole is still 92% male dominated, Walsall’s Building Control Service successfully employed a young female apprentice in January 2018 supported by the Council’s Apprenticeship Levy.

**Walsall Council Equality and Diversity Information**

**Directorate Report  
November 2018**

|  |  |
| --- | --- |
| **Directorate** | **Resources and Transformation** |
| **Executive Director** | **James Walsh** |
| **Contact officer** | **Tony Cox** |
| **E-mail** | [**Anthony.Cox@walsall.gov.uk**](mailto:Anthony.Cox@walsall.gov.uk) |

**Corporate Equality Objectives**Our Equality Objectives have been based on available equalities information through

research, consultation and engagement and Equality Impact Assessments. They will

help identify internal and external targets that will enable the Council to improve the

collection of equality information, and address the most persistent areas of

inequalities faced by both employees and customers;

1. We will strive to have a diverse workforce, representative of the communities living in Walsall.

2. We and our contractors will treat people and agencies we work with, fairly, justly and with respect, in relation to both service delivery and employment.

3. We will find ways to support those who are disadvantaged or excluded.

4. We will promote inclusion and celebrate diversity and engage with local communities to identify equality issues and agree priorities

**Equality Act 2012 Protected Characteristics**Protected characteristics are the grounds upon which discrimination is unlawful under  
the Equality Act 2010;

Age Race

Disability Religion and belief

Gender reassignment Sex

Marriage and civil partnership Sexual orientation

Pregnancy and maternity

**Part 1 Main strategies and plans containing equality and diversity information**

|  |  |  |  |
| --- | --- | --- | --- |
| **Title** | **Purpose** | **Availability** | |
| **On request** | **Internet address** |
| The **Sustainable Communities Strategy** 2013 – 2016 | Walsall’s Sustainable Community Strategy (SCS), sets out the vision for the borough  and aims to provide an overall framework for driving and guiding the key policies and  actions of partners. The SCS is under discussion to be refreshed via the Leadership Group, with shared priorities.  The Locality plans will be refreshed in 2018. | ✓ |  |
| **New to Walsall** seminar and report, November 2015 | The New to Walsall seminar focused on barriers experienced by people and communities settling in Walsall through migration. More than 30 agencies attended this seminar sharing their findings and potential solutions to issues ranging from school registrations to modern-day slavery. | ✓ |  |
| **Walsall Council Equality Objectives** 2016–2020 four yearly review | This is a report of the dialogue with voluntary sector partners on current issues in Equality and Diversity Agenda and suggestions for future objectives. | ✓ |  |
| **Community, Equality and Cohesion** service include responsibility for corporate Equality and Diversity (E and D) advice and monitoring. The following information is published:   * Some elements of the Community and Voluntary Sector including Community Associations * Community Cohesion service * Integration Area Programme * Council’s Equality Information and Objectives (statutory document); * Equality Impact Assessments; * Equality and Diversity Protocol; * Consultation guidance; * Diversity monitoring guidance; * Council’s Equality Information and * Equality and Diversity at work guidance. | This is a multi-disciplinary service ensuring that different communities of Walsall are enabled to shape local services either as partners or providers. Our Community Cohesion and Integration Strategy and Walsall for All Programme (supported by a grant from the Ministry of Housing, Communities and Local Government) set out ambitious programme of change aimed at greater social mixing between different communities and cultures living in Walsall Our Equalities service ensure compliance with the requirements of the Equality Act, in respect of the Public Sector Equality Duty and with requirements of Gunning principles and related consultation laws. We ensure that Walsall Council pays due regard to needs of different communities that possess equality characteristics, which may, potentially, pose barriers in access to services.  EqIAs are required for changes in policy,  procedure or service delivery, as well as for  organisational change. They are  particularly important in decision-making  relating to setting Council’s budget.  The Equality and Diversity Protocol sets  out the principles of behaviour for council  decision-makers and staff. It outlines the  council’s approach to implementation of Equality Act and its monitoring |  | <https://go.walsall.gov.uk/equality_and_diversity-2> |
| Community Cohesion and Integration Strategy 2017-2020 and Integration Area Programme (Walsall for All) | The Council’s Cohesion and Integration Strategy 2017-2020 outlines key targets and activity aimed at reducing exclusion and improving social mixing in different areas of Council business, as well as across our partner organisations. Particularly important element of this work is our track record in providing space for inter-faith activity and events. Building on this work, our Local Integration Partnership is planning to publish its Walsall for All programme of social change. |  | <https://go.walsall.gov.uk/Portals/0/Uploads/EQD/docs/Cohesion%20Integration%20Strategy%202017-20.pdf> |
| **Human Resources** (HR) annually publish the Employment Monitoring Report (EMR) which includes analysis of workforce by protected ‘equality characteristics’. | The EMR provides annual statistics concerning Council’s workforce, with emphasis of equality characteristics. It enables HR, directorates and services to identify trends in terms of pay and recruitment as well as being subject to HR procedures. The purpose of EMR analysis is to inform future corrective actions. |  | <https://go.walsall.gov.uk/equality_and_diversity-2> |
| **HR** programme of refreshing its portfolio of employment policies; procedures and guidance for different aspects of employee relations. | HR ensures that procedures do not discriminate against employees with equality characteristics and where this is appropriate, specific guidance regarding alternative formats and reasonable adjustments is provided. | ✓ |  |
| Corporate Workforce Strategy 2018-2021  “Proud in Growing Together” | The Corporate Workforce Strategy recognises that its staff are its greatest asset and explains the challenges it faces with a plan of how these will be met. It recognises the equality and diversity agenda and sets out a number of key actions to be undertaken including attracting and retaining diverse talented individuals and the completion of an employee survey that includes questions on equality and diversity. |  | <https://go.walsall.gov.uk/Portals/0/Uploads/Jobs/corporate_workforce_strategy_2017-2020_proof_3_summary.pdf> |
| Complaints (corporate and statutory) | Information regarding complaints process is available electronically and in hard copy and different formats for children and young people. The team offer support to all complainants who includes adapting the format of information to meet requirements and drafting complaints on behalf of the customer. |  | <https://go.walsall.gov.uk/tellus>  [Local Government Ombudsman - Annual Review 2015/16](https://cmispublic.walsall.gov.uk/CMIS/Document.ashx?czJKcaeAi5tUFL1DTL2UE4zNRBcoShgo=8QQ1%2fpQPX14L6taXOwHtZLWwn0MAzp5KqBirprLqIprJu7nNTdmztw%3d%3d&rUzwRPf%2bZ3zd4E7Ikn8Lyw%3d%3d=pwRE6AGJFLDNlh225F5QMaQWCtPHwdhUfCZ%2fLUQzgA2uL5jNRG4jdQ%3d%3d&mCTIbCubSFfXsDGW9IXnlg%3d%3d=hFflUdN3100%3d&kCx1AnS9%2fpWZQ40DXFvdEw%3d%3d=hFflUdN3100%3d&uJovDxwdjMPoYv%2bAJvYtyA%3d%3d=ctNJFf55vVA%3d&FgPlIEJYlotS%2bYGoBi5olA%3d%3d=NHdURQburHA%3d&d9Qjj0ag1Pd993jsyOJqFvmyB7X0CSQK=ctNJFf55vVA%3d&WGewmoAfeNR9xqBux0r1Q8Za60lavYmz=ctNJFf55vVA%3d&WGewmoAfeNQ16B2MHuCpMRKZMwaG1PaO=ctNJFf55vVA%3d) |
| General Budget Consultation | Consulting with the public on proposed savings from 2018/19. |  | <https://go.walsall.gov.uk/consultations> |
| **Communications** Plans, activities and releases that reflect council priorities and which include equality and diversity | Throughout the council, all projects have a communications element to them. The communications team work with all services as requested to develop communication plans and campaigns that consider the audiences being targeted and the appropriate format and channels for communication. This will include specific targeted campaigns depending on the purpose of the communication. For example, support regarding drafting information that targeted Asian population in south Walsall regarding diabetes. | ✓ |  |
| **Communications**: What’s on Walsall | This is only available on line and promotes events across the borough in terms of diversity.  Organisers are required to update and maintain their own information and consider equality and diversity requirements when doing so. |  | <http://www.whatsonwalsall.co.uk/Search.asp> |
| **Communication:** Weekly Bulletin | Internal Communications promotes equality and diversity issues to staff within the Weekly Bulletin. | ✓ |  |
| **Walsall Partnership** Consultation and Engagement Protocol | Adopted by Council and Walsall Partnership members and in place since 2012, currently being reviewed. | ✓ |  |
| All of the service activities undertaken by **Legal & Democratic Services** reflect council priorities which include equality and diversity | This reflects the openness of the decision making process |  |  |
| **Team Meetings (Legal and Democratic Services)** | Equalities are a standard item at all individual team, management and service-wide team meetings and provide the ideal opportunity for officers to be regularly informed of equality aims and objectives as well as any appropriate training courses available. |  |  |
| **Information and Computer Technology** (ICT) Strategy 2015-2019 | The ICT Strategy is built on the priorities of the Council’s Corporate plan which promotes fairness and equality. | ✓ |  |

**Part 2 Equality Impact Assessments November 2017 to October 2018**

|  |  |  |
| --- | --- | --- |
| **Service** | **Title** | **Contact officer name** |
| Human Resources | Contract for Agency Workers | Mike Smith |
| Human Resources Strategy and Planning Team | Alcohol and Drugs Testing Procedure | Tracey Edwards |
| Human Resources | Development of Apprenticeship Programme | Lisa Koc |
| Human Resources Strategy and Planning Team | Attendance Procedure | Gary Smith |
| Human Resources Strategy and Planning Team | Market Supplements Procedure | Kat Lambert |
| Human Resources Strategy and Planning Team | Disciplinary Procedure | Kat Lambert |
| Money, Home, Job | Citizen Access for Revenues and Benefits | Jeanette Hitchcock |
| Human Resources Strategy and Planning Team | Clear Desk and Screen Policy | Tracey Edwards |
| Community Alarm Service | Future of Telecare Equipment and Community Alarms | Tracy Simcox |
| Transformation Team | New Customer Service Delivery Structure | Tom Walker |
| Information Governance and Assurance | Information Governance Framework | Paul Withers |
| Human Resources Strategy and Planning Team | Pay Policy Statement 2018/19 | Tracey Edwards |
| Human Resources Strategy and Planning Team | Performance & Ill Health Capability Procedure | Rebecca Lloyd/Tracey Edwards |
| Money, Home, Job | Proposed Selective Licensing Scheme for Private Rented Sector Statutory consultation for: Willenhall, Town Centre and adjoining areas | David Lockwood |

**Part 3 Equality and Diversity Objectives**

**1. We will strive to have a diverse workforce, representative of the communities living in Walsall.**

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| **COMMUNITIES**  The **Community, Equality and Cohesion team** provides coaching and mentoring support to Equality Champions and managers on workforce planning. It has been recognised that some areas of Council business could benefit from more diverse workforce to represent local communities. Champions therefore need to understand which groups of staff perceive barriers to further development and how to attract applicants with different characteristics into posts.  Theysupport Champions and senior managers on 121 casework and recruitment drives. Both teams have supported a work experience with a local grammar school leaver who undertook community engagement with youth and women from different backgrounds, including a campaign for raising awareness of FGM. The scheme helped to give invaluable experience and guidance for future career and raise a profile of Council work amongst young people.  Good links with voluntary sector, space in social media and encouraging feedback from local communities are also important strategies. Several press releases have been printed about the positive differences the **Team** has made in the borough regarding events which have bought diverse communities together. The **Locality plans** are built from data sets and consultation with local communities on their priorities. Examples of such work have included supporting the regional *Love Your Neighbour* initiative, as well as supporting the Caldmore Village Festival, St Nicholas Celebrations and a Roma Film Night to engage with Roma communities, a Polish Picnic and a Sewa day in partnership with the Hindu community. The Darlaston Inter Faith walk and Shaheedee Football and Hockey Weekend are other examples of engagement with local communities.  Other events include Holocaust Memorial Day, LGBT Pride event and partnering with Strengthening Faith Institutions to deliver an event to boost awareness of safeguarding in places of worship.  Another important aspect of the work of the **Communities, Equality and Cohesion team** is delivering a programme of activity funded by MHCLG aimed at new communities living in Walsall entitled Walsall People Project and ensuring their needs are adequately met. The **Team** has undertaken a consultation about integration across all of the protected characteristics and as a result of this work has become a leading local authority in the field currently working with MHCLG on the Integration Area Programme entitled **Walsall for All.** This will be used to develop an inclusive strategy regarding integration to include all aspects of the community. In the regard, the Team organised a conference in March2018 to formally announce the Walsall Integration Strategy and invited input from partner organisations and academics.  The **Community, Equality and Cohesion team** provide in-house Equality and Diversity Training and e-learning programme. This is currently being reviewed to improve inter-cultural competence in customer care and introducing the notion of unconscious bias into our leadership and management modules.  **ICT AND PRINT AND DESIGN**  ICT, Print & Design and the Schools IT Traded Service are all support services and they often have people of all ages and all stages of their careers on work experiences for example students still at school, university students, young people released from the care system and others considering a new career.  ICT, Print & Design and the Schools IT Traded Service actively seek to develop all staff by regularly offering development opportunities to work in other teams in ICT removing barriers and making reasonable adjustments where possible.  Reasonable adjustments are recommended from a variety of sources, e.g. following a DSE assessment, a risk assessment or an Occupational Health report following a referral.  ICT, Print & Design and the Schools IT Traded Service uses technology to assist some staff and students to work flexibly, for example, to work from home to suit their individual needs. ICT respond to requests for IT adjustments for users on a case by case basis and work with the user and appropriate manager to find a solution where possible.  Protecting Information Training, designed and monitored by Information Governance team is mandatory training made accessible to all by providing the training in a range of formats, including online, paper and an Easy read version. The online version also included a number of options to increase audio and visual accessibility. Level 1 training has been completed across the Council in all required areas.  Recruitment in ICT, Print & Design and the Schools IT Traded Service is in line with the council’s recruitment process and procedures which support equality and diversity.  **HUMAN RESOURCES**  The Corporate Workforce Strategy 2018-2021 was launched in December 2021. It recognises that its staff are its greatest asset and explains the challenges it faces with a plan of how these will be met. It recognises the equality and diversity agenda and sets out a number of key actions to be undertaken to work towards ensuring that its workforce continues to reflect the communities we serve including attracting and retaining diverse talented individuals and the completion of an employee survey that includes questions on equality and diversity.  The Employment Monitoring Report 2017/18 provided statistics on the diversity of the Council workforce and analysis whether this is representative of the local working population. HR not only produced the annual report but also supports directorates to address any relevant areas. HR’s own initiatives in relation to the Objective 1 are as follows:  Recruitment and Retention:   * Encouraging recruitment applications from disabled employees, guaranteeing an interview for all those with disabilities who meet the minimum short listing criteria; * Registered Disability Confident employer; * Provide council work experience placement for local schools, colleges and Walsall Citizens; * Recruitment service offer text phone and documents in other formats on request e.g. Audio, Braille and large print; * Promote Apprenticeships and Work Placement schemes for younger workers who are currently under-represented in the workforce; * Recruitability Placements for people with disabilities; * Fair and transparent recruitment and selection process supported by training that promote Equality and Diversity; * Increased utilisation of social media when recruiting particularly for hard to fill positions; * On-line recruitment system (Talent link) launched in 2017/18 which assists in monitoring equality data associated with recruitment activity and ease of access for applicants to apply; * Reviewing the Council’s Recruitment & Selection procedure including the increased promotion of taking positive action; * Attendance at job fairs at both the Town Hall and Walsall College; * Run a number of recruitment training courses for managers.   **Apprenticeships**  On the back of the Apprenticeship Levy introduced by Government in April 2017 the Council established a corporate Apprenticeship Programme with a strong new brand ‘Endless Possibilities’. The Programme which is aligned to the Council’s workforce strategy represents an opportunity to support sustainable economic growth within the Borough and take appropriate positive action in support of equality and diversity which has included the council prioritising a number of such apprenticeship opportunities for care leavers. At the time of writing this report the Council had 56 apprenticeships, of which 31 are eligible to access the Levy.  **Learning and Development**  Currently supporting a recruitability post for 12 months ending June 2018 where the employee in post undertakes a range of administrative duties on behalf of the team. The scheme supports the individual to adapt to their work environment and provides invaluable experience during what continues to be a busy period for the service.  Opportunities for management and supervisory development are made available and accessible to all and the take up is monitored. The Council’s Stepping Stones management development programme particularly focuses on management development and where demand for places is higher than availability priority is given to under-represented groups such as women and ethnic minority staff where workforce data shows this to be the case.  The following is a breakdown of participants who have taken part in the programme over the last 12 months by gender, disability and ethnicity.   |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Gender** | | | | **Disability** | | **Ethnicity** | | | | |  | **Female** | | **Male** | | **Yes** | | **White British** | | **Minority Ethnic** | | | Participants | 6 | 46% | 7 | 54% | 1 | 7.7% | 12 | 92.3% | 1 | 7.6% | |  |  | |  | |  | |  | |  | | | \*Council employees as at 31 March 2017 | 69.2% | | 30.8% | | 3.8% | | 78% | | 18.8% | | |  |  | |  | |  | |  | |  | |   **\**From Employment Monitoring Report 2016-17 (not including school based staff)***  **Gender** – For this current cohort more men than women have come forward to take part in the programme. In past cohorts women have been well represented, clearly considering  ‘Stepping Stones’ management development programme as an opportunity that supports and encourages them to take on a management role.  **Disability** – Whilst employees with a disability continue to be under-represented in management, it is encouraging that those with a disability consider ‘Stepping Stones’ management development programme as an opportunity that supports and encourages them to take on a management role.  **Ethnicity (ME staff)** – The participant breakdown for staff from ME groups is reduced compared to previous cohorts but this was an open programme.  Stepping Stones is being reviewed in 2018 to ensure it remains fit for purpose in skilling managers for the future challenges ahead.    **Management of employee data**  The Council’s HR and Payroll system called People Gateway, allows employees to update their personal information confidentially through the self-service function and enables equality characteristics to be declared or added. This will be particularly relevant in terms of encouraging reporting of disability, religion and sexual orientation, data for which is currently incomplete. Staff have been encouraged to ensure that the equality data held by the Council on them in People Gateway is both accurate and complete.  The Council is currently out to tender for the provision of an integrated HR/Finance/Payroll system with an anticipated ‘go live’ date of April 2019. Such a system being expected to be more intuitive and user friendly encouraging staff to more self-service and managers to better monitor the profile of their workforce and impact of employment practise and initiatives including recruitment, learning and development and attendance.  **LEGAL AND DEMOCRATIC SERVICES**  The service area actively engages staff in equalities through the presentation of training courses which cover relevant legislation and create awareness so that no person is treated less favourably than another. Refresher equality training is also incorporated into the EPA process. All managers will be attending a Recruitment and Selection course, which includes an equalities element.  Although an inward facing service, the service area takes every opportunity to identify and remove barriers for staff within the service by making reasonable adjustments to improve working conditions which include:   * Regularly undertaking DSE Assessments and Risk Assessments which highlight the need for reasonable adjustments for staff; * Colleagues are referred to Occupational Health for advice on reasonable adjustments to their individual work area appropriate to their needs; * Members of staff within Legal and Democratic Services have the use of specialised equipment such as bespoke chairs, computer monitors, foot rests, etc; * Employees have access to and are actively encouraged to use the council’s Employee Assistance Programme and other well-being strategies available to them; * The service area provides opportunities for both work experience and the Recruit-Ability initiatives; * Staff within Legal Services are encouraged to undertake Continuous Professional Development through relevant training courses which include elements of equality and diversity and have an awareness of cultural, religious and individual needs and sensitivities which enables them to offer an excellent service to everyone who attends public meetings.   **ASSURANCE TEAM (COMMUNICATION, CONSULTATION, STATUTORY, CORPORATE AND LOCAL GOVERNMENT OMBUDSMAN COMPLAINTS, INFORMATION RIGHTS, CORPORATE STRATEGY AND PERFORMANCE)**  The communications team follows media protocols which respect and promote diversity in the community. They promote council initiatives that encourage equality and diversity in the borough, facilitating capture and analysis of service feedback through consultation approach and activity to help inform the business. We have a good understanding of the demographic profile of the borough.  Assurance Officers have regular contact with members of the public, processing complaints and requests for information governed by Data Protection and Freedom of Information legislation. Good standards of customer care are intrinsically important to our work, to ensure that the needs of our customers are taken into account when receiving our service. The team are accustomed with handling sensitive information during the course of our work and ensuring legislation guiding the rights of individuals are adhered to. I.e. Data Protection Act 1998, The Children’s Act Representations Procedure, Local Authority Social Services and National Health Complaints Regulations – 2009.  The Assurance Team follows good practice and council guidelines in its recruitment of staff. The service has participated in council work experience and placement initiatives such as the Council’s Recruitability scheme through which we have nurtured a member of staff with a disability into a permanent position within the team, and currently with another placement during 2017/18.  An awareness of and an ability to ensure that we follow the principles of the Equality Act 2010 when performing our duties are written into our job specifications and are embedded within the recruitment and selection process.  **FINANCE**  Finance adheres to all corporate activity and policies. Training towards a professional qualification is available to staff, subject to pre-determined criteria for CCAB, AAT and other suitable finance related qualifications, This training ensures that all employees will be treated fairly and equally in considering learning and development provision. Employees with equal priority or equal need for learning and development will be given the same or equivalent learning opportunities. Resources will not be allocated on a “first come first served” basis but will be prioritised against the relative requirements of a range of staff and their work area.  Everyone within Finance who possesses a professional qualification must maintain continuous membership of their financial body and must actively participate in continuous professional development.  Finance staff have the opportunity to develop their core skills by attending internal finance “bite size” sessions on key financial topics and new developments. Finance has a ‘buddy system’ for trainees. Each student will be allocated a “buddy” by the Training Manager when their studies commence. Each student will be entitled to a buddy irrespective of age, race, religion, ethnicity, disability; gender etc and the policy will be applied to ensure all areas of equality are met. This person will either be a student themselves or a newly qualified member of staff.  Finance also has a mentoring scheme, provided for each student with the mentor being a qualified accountant within the organisation. Training is provided by HRD for the mentors, however, it is envisaged that the role of the mentor will be that of critical friend or supportive colleague rather than the mentor having to have any specific skills or knowledge in the area of counselling or coaching skills.  **MONEY, HOME, JOB**  This service is customer facing and encompasses council tax, business rates, housing benefits, first stop shop, banking hall, the Council’s switchboard, welfare rights, housing support, housing standards and improvements. We regularly monitor the profile of our customers to identify any under-represented or hard to reach groups and tailor our services to better meet their needs. This year an increase in street homelessness amongst Eastern European migrants has resulted in us appointing some specialist advice officers with relevant language skills.  The service incorporates council policies and procedures into the way we deliver our service. Some good examples of this would be the agile working arrangements with home workers and staff engagement in the process of deciding how best to introduce any changes to our working practices. We work with staff to ensure that they understand what is required of them and most importantly we ensure staff listen to customers and understand their needs to ensure we deliver what is required to best help our customers.  The nature of the services provided means all adults within the borough have the potential to need our assistance, we are one of the most wide reaching services within the council and our workforce has the skills and understanding to deal with this demand. Welfare reforms have led to an increase in customer demand and this is expected to worsen in the next year. In response we recently commissioned research to identify the households in Walsall most at risk of financial exclusion and our officers are now proactively contacting them to offer our help before they reach crisis point.  The Council has new statutory responsibilities under the Homelessness Prevention Act 2017 which creates legal responsibilities to avoid homelessness. Money, Home, Job is currently restructuring its Housing team to further meet the needs of Walsall people. We already have in place the following schemes:  New beginnings – working with sex workers trying to give a new start in life including accommodation  Housing first- working with the homeless community, providing housing options and intense support around drug and alcohol rehabilitation where needed.    **INTEGRATED FACILITIES MANAGEMENT**  Over the last 12 months we have worked with all staff to increase workforce satisfaction and have created a training matrix to ensure all staff are fully trained on their area of work. For staff that have struggled with any training courses, we have looked at alternative mechanisms.  An example being the Protecting Information training which is mandatory to all staff, staff that have struggled with such topic such as English not being their first language or literacy issues were given a group workshop or 121 options to work through such difficulties and create a better understanding.  From staff feedback that have proved very successful. |

2. We and our contractors will treat people and agencies we work with fairly, justly and with respect, in relation to both service delivery and employment.

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| **COMMUNITIES**  **The Community, Equality and Cohesion team** continues to promote accessible communication by provision of the new community languages, British Sign Language and easy read service, interpretation, translation and transcription and Easy Read (ITTE) services through a framework contract. Analysis of the council’s interpretation services determines a targeted approach to Walsall’s communities. In 2017/18, it carried out annual analysis of different services and types of languages used and invited feedback from the directorates. The Asian languages, such as Urdu, Mirpuri as well as some Eastern European languages, including Polish, Romanian and Slovak continue to be used in Walsall alongside already established Punjabi and Gujarati.  The team provides guidance and checks quality of equality impact assessments that are focused on ensuring that residents and customers with protected characteristics have easy access to our services and are treated fairly. A number of service areas, including Community Safety, Clean and Green and Money, Home Jobs benefited from a series of leaflets in 11 different languages aimed at people who are **New to Walsall**. Further dissemination of information about accessing Council services was achieved through Twitter and Facebook accounts of **New to Walsall**.  **Equalities** advisors are ensuring that engagement and EqIAs are considered at the start of  budget proposals and evidence is provided to decision-makers earlier, compared to previous  years, to enable them to make fair financial decisions. Current guidance for consultation, diversity monitoring and EqIAs is published and promoted internally on annual basis in cooperation with **Finance, Corporate Management Team** and **Chief Executive**.  At the centre of our consultation approach are the four **Strategic Locality Partnership Boards** designed to bring together partner organisations and representatives of the Community to identify and tackle the key strategic issues in a locality. Each Locality will prepare Locality Plans built from data sets and consultation with local communities on their priorities. Through Strategic Locality Partnership Boards, **Community Development**, are working with a wide range of agencies and people at all levels. They have been developing networks across the Borough to improve communication and get consistent messages out to the diverse communities in Walsall.  **ICT, PRINT AND DESIGN AND SCHOOLS’ IT TRADED SERVICE**  Recruitment in ICT, Print & Design and the Schools IT Traded Service is in line with the council’s recruitment process and procedures which support equality and diversity. Systems developed by ICT and Print & Design are made to be accessible and device independent, for example, text size, font, colour can be changed no matter what device is used.  The newly designed council website has been accredited as being level 2 for accessibility for people with disability. Equality impact assessments are completed for any process that could impact on employees to ensure that it is understood and measures are put in place to ensure people are treated fairly, justly and with respect.  **HUMAN RESOURCES**  HR continues to ensure that all procurement undertaken by HR on behalf of the Council meets both statutory and Council requirements/priorities, enabling its workforce to access such services including Occupational Health; Physiotherapy and Employee Assistance Programme which were all re-tendered and awarded in October 2017.  We have also just concluded a tendering exercise for Apprenticeship training providers. The apprenticeship programme will seek to support under-represented groups into jobs with training for example young people, locally unemployed people, those with a disability or long term health condition and our care leavers. Workforce data will be used to take decisions on which employees to sponsor in order to redress current imbalances in the workforce where requests for training exceed funding.  The programme of activity linked to refreshing the Council’s suite of employment policies and procedures for 2017/18 has included the following:   |  |  | | --- | --- | | Policy/Procedure | Effective from | | Drugs & Alcohol Recruitment and Selection Procedure | Before March 2018 | | Performance Procedure | Before March 2018 | | Whistleblowing Probation Procedure | Before March 2018 | | Disciplinary Procedure | Before March 2018 | | Attendance Procedure | Before March 2018 |   In addition to this programme the following work continues:   |  |  | | --- | --- | | Policy/Task | Frequency | | Employment Monitoring Report 2016/17 | Annual | | Pay Policy 2017/18 | Annual | | Unattached Teachers Pay Policy | Annual | | Gender Pay Gap Reporting | Annual from April 2017 | | Job evaluation | Ongoing |   The Council undertook an Employee Survey that ended October 17 with the intention of developing an action plan based on its findings for implementation. The survey included questions around equality and diversity, wellbeing, communication, feeling valued and career development and progression. Expected outcomes from this work include supporting the recruitment and retention of a diverse talented workforce to meet the Council’s current and future workforce requirements.  **ASSURANCE TEAM (COMMUNICATION, CONSULTATION, STATUTORY, CORPORATE AND LOCAL GOVERNMENT OMBUDSMAN COMPLAINTS, INFORMATION RIGHTS, CORPORATE STRATEGY AND PERFORMANCE)**  The communications team follows media protocols which respect and promote diversity in the community. They promote council initiatives that encourage equality and diversity in the borough, facilitating capture and analysis of service feedback through consultation approach and activity  Assurance Officers have regular contact with members of the public, processing complaints and requests for information governed by Data Protection and Freedom of Information legislation. Good standards of customer care are intrinsically important to our work, to ensure that the needs of our customers are taken into account when receiving our service. The team are accustomed with handling sensitive information during the course of our work and ensuring legislation guiding the rights of individuals are adhered to. i.e. Data Protection Act 1998, The Children’s Act Representations Procedure, Local Authority Social Services and National Health Complaints Regulations – 2009.  In considering complaints made via the corporate (Tell Us) and the online Contact Us forms the service seeks to monitor complainants’ age, gender, disability and ethnicity, and hence we will ensure that we take into consideration any potential barriers to receiving our service to ensure equality of opportunity in our service delivery.  Complaints may highlight particular concerns of residents and service users relating to aspects of the equalities framework – this might include concerns from residents concerning the service they have received, or the customer experience that they have had in dealing with our services.    **FINANCE**  Equality and diversity is embedded within our training programmes for staff. Our recruitment policy ensures that candidates will be treated fairly and equally, and will be scored against specifications of the job role. Lead interviewers must be trained in Recruitment and Selection, ensuring an approach in accordance with legislation. Equality and Diversity is a standing agenda item on team meetings.  **INTEGRATED FACILITIES MANAGEMENT**  Currently Integrated Facilities Management work through the Solihull Framework who use preferred partners to deliver works using direct and a selection of local businesses. We are currently working through new arrangements and will continue to encourage use of Walsall Apprenticeship schemes to increase the employment statistic for Walsall people. All KPI’s (Key Performance Indicator) are based on measurable outcomes via Customer Satisfaction forms. |

3. We will find ways to support those who are disadvantaged or excluded.

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| **COMMUNITIES**  **The Communities, Equalities and Cohesion team** have pioneered a unique church and mosque linking project which now partners Minhaj ul Qur’an Mosque with Pleck Methodist Church, Aisha Mosque with St Gabriel’s Church and Al Farouq Mosque with St Pauls Church. The congregations exchanged visits during the month of Ramadan and participated in the breaking of the fasts in the mosque. The Team also organised an interfaith walk involving children from two different schools with pupils from distinct ethnic backgrounds. The event provided an ideal opportunity for the children to meet and learn together and to visit different places worship to learn about various faiths and cultures.  The team organised its 4th consecutive Holocaust Memorial Day event in partnership with St Paul’s Church Walsall. For the first time we were able to host a holocaust survivor, a victim of a terrorist attack and representation from Walsall’s Roma community. All of these events helped to bring more focus on some new communities and speakers from their countries of origin as well as raise awareness of council services to new communities and find out where barriers to access may be.  In the summer 2018, the team also organised the 3rd Darlaston Community Festival with a renewed focus on new and existing communities, integration of refugees and migrants by enabling to sign up to services and short courses that enhanced their learning and understanding of local democracy and citizenship.  On the basis of feedback and case studies from the New to Walsall workshop in November 2015 provided by the European Welfare Association, Afghani Association, Slovak and Czech Club and Nash Dom, further data gathering was commissioned with voluntary sector agencies and support was provided through **Locality** Grants to finance cultural events and specific projects in South Walsall.  Nash Dom CIC are a community interest company that has been established since 2010. They are delivering a commissioned programme entitled *Walsall Peoples Project*. The data collected is increasingly useful to community safety, police, public health and other services to effectively engage and formulate multi-agency strategies and solutions for integrating new residents into regular services and tackling neighbourhood issues.  The Equalities team work closely with WRASMIAF to support refugees, asylum seekers and other migrant communities arriving in Walsall as well as the Walsall Partnership Board, which is made up of local providers, to assist with a targeted approach to supporting Walsall’s refuges and asylum seeking communities. This comprises organisations such as Walsall CAB, G4S, and Mental Health Teams.  Examples of good practice include a partnership between our **Community Safety** team and Nash Dom to tackle by utilising multilingual support workers. In South Walsall, particularly in Caldmore and Palfrey ward areas, the Project has helped to inform families about environmental health services, housing standards rights as well as tackling anti-social behaviour and fly-tipping in the area. Data gathered from this project will be used to inform future service delivery.  Through both **Strategic Locality Partnership Boards and Community Development**, we are supporting customers to access services, not just of the Council, but also signposting people to services provided by our partners to try to ensure that they receive the right service at the earliest opportunity:   * A male-only perpetrators programme is supported from community safety funding; * Through work with Walsall Pride the trans community is engaged with; * The Cohesion team has been involved in supporting a single mom from the Bangladeshi community who culturally was ostracised due to divorce; * Work around forced marriages has been undertaken; * A number of cultural events relating to the European tradition of St Nicholas were organised aimed at Slovak, Czech, Roma and Polish communities, as well as picnics and community barbeques with the aim to get to know the new residents better.   **ICT, PRINT AND DESIGN AND SCHOOLS’ IT TRADED SERVICE**  As supporting services we engage with other service areas and find solutions to their business need always considering equalities. ICT find, procure and install specialist IT equipment as recommended through occupational health or Access to Work processes. ICT help adjust equipment for example, to increase font size. This helps front facing service delivery to improve customer access.  The Information Governance Team seeks to enable equal access to information rights by providing the opportunity to make requests via email, the council website, paper leaflets and providing practical support to customers who may need assistance to submit requests that are required to be made in writing.  All teams receive requests via telephone, face to face, websites and email and wherever possible will adapt the format, content and contact arrangements to suit the customer.  **LEGAL AND DEMOCRATIC SERVICES**  Agendas, reports and minutes are accessible through the Committee Management Information System (CMIS) which is available to both internal and external customers through the intranet/Internet. This system is AAA rated. The service also manages an electronic petitions system which is available to everyone and is again accessible through the Council’s internet site.  The council has reviewed the reporting guidelines for producing cabinet reports and as part of the review has made sure that greater emphasis is placed on how any decision taken by the cabinet will reduce inequalities across the Borough. Part of this ongoing review will also result in Equalities becoming a designated portfolio holder responsibility which will provide increased focus and greater accountability on how the council will reduce inequalities.  After extensive consultation the council has produced its Community Cohesion and Integration Strategy 2017-2020 which was unanimously approved at full council on the 13th November 2017. Part of the role of the Locality Partnership Board will be to monitor community cohesion and how well the strategy is being implemented across the four localities.  **ASSURANCE TEAM (COMMUNICATION, CONSULTATION, STATUTORY, CORPORATE AND LOCAL GOVERNMENT OMBUDSMAN COMPLAINTS, INFORMATION RIGHTS, CORPORATE STRATEGY AND PERFORMANCE)**  The Assurance team now carry out for the council a multi-skilled assurance function. Ensuring that we have the capacity to meet statutory response timelines, the service is streamlined to up-skill staff to ensure that those customers, internally and externally, who need use of our services can access our expertise when needed and at first point of contact across the wide range of our functions. Our customers’ preferred method of communication tends to be through email, though we have dedicated phone lines through which we are available to speak in considering best ways to reach targeted groups including print and social media platforms.  Advice is regularly given to teams throughout the council on publications to reach BME groups and others who don’t speak English (e.g. BSL users) and in considering best ways to reach targeted groups including print and social media platforms.  We take account of any potential barriers to receiving our service and are flexible when needed to ensure that customers with special needs are catered for. For example the use of specialist advocacy services, large print, face to face engagement, use of plain English and interpreters when needed.  **FINANCE**  The accountancy and associated teamsare a support service, and therefore customers are generally internal. We attend various portfolio holder meetings / meet with external partners and address queries raised by internal and external parties. We are available by a number of means (i.e. phone, email, in person) and would respond in the required method of communication to address their needs. Financial administration deals directly with supplier, businesses, members of the public, service users, carers, and other organisations and communicates and liaises with these via a variety of means, to seek to address demand in a way that best suits the individuals’ requirements.  **MONEY, HOME, JOB**  Thisservice is a customer facing service encompassing council tax, business rates, housing benefits, first stop shop, banking hall, the Council’s customer telephone contact centre, welfare rights, housing support, housing standards and improvements.  The customer base for Money, Home, Job is changing as the Council is given new Statutory responsibilities in the area of preventing homelessness through the Homelessness Reduction Act 2017. The Council will focus its reducing resources on those most in need.  The service continuously monitors customer demand to identify new demands or groups of residents that require a service, evolving to meet that demand appropriately. An example would be the roll out of Universal Credit (UC) which commenced June 2015 with the next stage being October 2018. Staff were trained to assist new claimants apply for UC. Partnership working with the DWP enabled us to identify UC claimants and provide appropriate support to meet individual needs.  Staff take ownership of a customer and pull on the expertise of their colleagues in money, home, job or other service areas to help each customer, we do not pass the customer around the council, instead we bring the information to the customer at one point of contact. The customer asks once for the help and we seek to resolve it fast, right and simple. Where customers require language or access support, this is provided either through the Council’s Interpretation, translation, transcription and easy ready contract or from our multilingual staff.  More support for New to Walsall residents, in partnership with Equalities team, has been put in place in 2016 and this will continue.  **INTEGRATED FACILIITIES MANAGEMENT**  Appropriate support is offered to staff who need reasonable adjustments in understanding IFM processes and procedures. Accessibility is maintained on all corporate buildings for all persons regardless of disability, customer satisfaction is always key to our service. |

4. We will promote inclusion and celebrate diversity and engage with local communities to identify equality issues and agree priorities.

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| **COMMUNITIES**  Amongst the most successful projects promoting community cohesion in 2018 was the Three day Multi Faith Showcase event held in April. The aims of the event were two-fold: to provide a platform to celebrate the immense contribution that faith organisations provide for the social, cultural and spiritual life of Walsall and to give young people a unique opportunity to learn more about each other’s beliefs. The event was successful in celebrating the diversity of faiths within the town which was reflected on the day by the presence of 13 different faith organisations showcasing their great work. The project also supported the British Values objectives of the local schools, recognising and celebrating the beliefs and values of all who have a faith and those of no faith too. There were around 250 children from six different primary schools during the course of two days and we received many positive feedbacks from school teachers and children.  As part of raising awareness on disability caused by Motor Neurone Disease, the team organised a training for both staff and elected members and raised money for Motor Neurone Disease Association. The team also raised money for Show Racism the Red Card and marking the day itself. Awareness of Black history month was also raised by doing an information display in the second floor café area and being invited to assemblies in local primary schools on the Black History Month.  The Community, Equality and Cohesion team have supported Afghan Community and Welfare Centre to develop the “Access Project”, an initiative which has helped people gain qualifications that will increase chances of them getting into employment for both males and females. Working with the European Social Fund, the Team also managed to secure funding to enable Nash Dom CIC to extend a similar service for Eastern European communities.  Fake news on social media can have a negative impact on community relations and cohesion so Communities, Equality and Cohesion team organised a programme on media training for members of public which included reporters from BBC as guest speakers, The event highlighted the importance of verifying content before sharing and raised awareness of the consequences it bears for community cohesion and integration.  Walsall schools are the 12th most segregated in the country so in order to tackle this Communities, Equality, and Cohesion team have developed school linking network between twelve schools in partnership with The Linking Network. The schools were selected based on differing socio-economic status, differing ethnicity or religious belief or simply geographical barriers. The aim is to develop and deepen children and young people’s knowledge and understanding of identity, diversity, equality and community as well as developing values of trust, empathy, awareness and respect. We also commissioned the Faith and Beliefs Forum to deliver over 100 workshops to educate young people about faith, agnostic/atheistic perspectives as well as differing lifestyles such as LGBTQ+.  For a number of years, the Cohesion team has supported British Muslim Youth Group as well as helped organise a number of stalls at the Caldmore Village Festival. The football competition for young people was very well attended.  Groups supporting disabled people believe that they are the most disadvantaged and while specific activity about disability hate crime has been undertaken and consultation with the Disability Forum and the community manager for adult services has been the only targeted activity. More work is required to engage with and promote inclusion with this group.  The Cohesion team supported and funded the Walsall Pride event annually for the last 4 years and this year supported additionally a candle lit vigil for the victims of the Orlando terrorist attack on the gay night club.    **Community Safety** and the **Cohesion team** have commissioned specific work about understanding European migrants living in Walsall to allow improved access to services and improved service delivery and look at some aspect of perceived anti-social behaviour.  **Religion and Belief**  Numerous inter / multi faith events have been delivered bringing different faiths from the borough together. It is acknowledged from the Near Neighbours (A national Christian based project) regional coordinator that Walsall Council has engaged with the faith sector and the Near Neighbours initiative better than any regional authority.  The Cohesion Team has supported the following faiths; Christian; Hindu; Muslim; Ravidass and Sikh.  **ICT, PRINT AND DESIGN AND SCHOOLS IT TRADED SERVICE**  All corporate consultation activity is managed centrally and outcomes presented to elected members and used to inform decision making. As part of the consultation process services are increasingly encouraged to record protected characteristics and to ensure full consideration is given regarding the design of the consultation and ensuring all of community including hard to reach groups have opportunity to participate.  **HUMAN RESOURCES**  There are a number of learning and development opportunities provided by the Council that have equality related contents. Work is underway to identify how best to support front-line service delivery through greater understanding of cultural differences and addressing unconscious bias.  The Recruitment Team attends job fairs in the borough to promote the Council as an employer. They also continue to consult with the Walsall Disability Forum to develop the Recruitability Scheme and take into account the feedback.  **ASSURANCE TEAM (COMMUNICATION, CONSULTATION, STATUTORY, CORPORATE AND LOCAL GOVERNMENT OMBUDSMAN COMPLAINTS, INFORMATION RIGHTS, CORPORATE STRATEGY AND PERFORMANCE)**  Walsall Council’s Media and Communications team has a well-established social media presence and in 2017 supported the promotion and communication of a wide range of community and partner led events and activities that recognised and celebrated the borough’s diverse communities. The council is a main sponsor of the annual Walsall Pride event which the communications team actively promotes through a variety of channels.  The team has also led important work in balancing possible negative coverage of the borough with examples of positive activity, putting the spotlight on residents, families and projects where different neighbourhoods get on well together, and through effective communication raised the awareness of community cohesion generally.  The Communications team work with services and support them in identifying the most appropriate method of communications for the audience they are targeting. Communications regarding budget consultation is one example of this. In supporting services in the designing of messages and campaigns, accessibility to all groups is considered  Communication colleagues work with services and support them in identifying the most appropriate method of communications to reach intended targeted groups including print and social media platforms. For example media campaigns aimed at supporting services in the designing of messages and campaigns accessible to all groups.  Corporate consultation activity is managed centrally and outcomes presented to elected members and used to inform annual budgetary decision making. As part of the consultation process services are increasingly encouraged to record protected characteristics and to ensure full consideration is given regarding the design of the consultation and ensuring all of community including hard to reach groups have opportunity to participate  **FINANCE**  Finance engages with the public when undertaking consultation work on proposed budget savings. This enables the public to give views on changes that may affect specific category groups i.e. aged persons, disabled persons and to feed in their views generally on the budget The results are analysed and published on the council’s website. Financial administration engages with the public in their day to day activities and seeks to do so in a way most appropriate to individual needs. We also prioritise responses to Freedom of Information requests to ensure responses are given within the 20 working days.  **MONEY, HOME, JOB**  The very nature of our service is one that reaches all households on an annual basis through the council tax and business rates demands, this affords the opportunity to promote the availability of our services and those of the rest of the council. Our teams are involved with diverse community groups and are actively identifying new or unknown groups within the borough as part of a network of welfare surgeries available.  The Closure of the Banking Hall following an Equality Impact Assessment has led to a targeted approach to supporting vulnerable communities to ensure continuity of service.  **INTEGRATED FACILITIES MANAGEMENT**  An increase of engagement with local communities has led to improved relationships and promoted the department and the services we provide. The Council will continue to encourage community groups to use the facilities at the Town Hall.  **Mervin’s Afternoon Organ Concert**   * we hold a monthly variety afternoon concert for the older retired generation where the average age is 65 there is a variety of acts performing (I have attached a programme for the new year); * tea, coffee and biscuits are on sale.   **Over 50’s Community Event**   * We had over 50 stalls in the town hall offering various information to anyone over the age of 50 or approaching 50; * Topics included health, finances, funeral planning etc; * The town hall restaurant was open for the public to have a cup of tea/coffee and biscuits.   **Access**   * All events use the Leicester street entrance which has a ramp for anyone with walking difficulties, pushchair or wheelchair users; * There are hand rails for public to use when accessing the steps; * We have a mobile lift for people to use who need access to the stage; * The few steps outside the entrance have yellow paint on the edge of the steps so they stand out; * Induction Loop; * Disabled toilets. |