

# NORTHUMBERLAND

Northumberland County Council

## Equality in Northumberland

January 2017



## Acknowledgement

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Northumberland County Council would like to thank all the individuals, groups and organisations who gave their time and expertise to contribute to the publication of this equality information, and who continue to help us to remove obstacles to equality in Northumberland.

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# 1. Introduction

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We are committed to making Northumberland County Council an accessible and inclusive organisation that welcomes and respects the diversity of all people who live and work in the County, its employees, elected members, and visitors to Northumberland.

We are working to eliminate unfair discrimination and promote equality, in our employment practices and in the way we deliver services, and are fully committed to fulfilling the duties placed on us as an employer, service provider and public body under the Equality Act 2010 and other relevant legislation to combat discrimination and promote equality.

This document and the appendices 1-3 set out how we are fulfilling our duties as a public body under the Equality Act. The Act gives us a duty to advance equality between people who differ in respect of any of a list of “protected characteristics”: disability, sex, race, age, sexual orientation, religion or belief, gender reassignment, and pregnancy or having a young baby. In each case, the Act requires us to consider three key equality objectives – to:

- Eliminate discrimination, harassment and victimisation;
- Advance equality of opportunity between people who share a characteristic and those who do not;
- Foster good relations between people who share a characteristic and those who do not.

The Council has a duty to publish information on the effect that their policies and practices have on employees, service users and others from the protected groups

These documents show the **results of our analysis** of the information we currently hold about how our services and our actions as an employer, impact on equality.

This document also sets out how Northumberland County Council recognises the differences between people, and how we aim to make sure that (as far as possible) any gaps and inequalities are identified and addressed, in line with our corporate objectives.

Collecting, using and publishing equality information helps the Council to:

- plan more effectively and identify any risks of discrimination
- identify what the key equality issues are for our organisation
- develop our equality objectives and measure progress
- meet our obligation to analyse the effect of our policies and practices and
- demonstrate to the public how we are performing and what we are achieving.

It is a fully 'live' document will be regularly reviewed and updated as appropriate by the Council's Equality, Diversity and Human Rights Steering Group. Ongoing work is also taking place to explore how best to enable stakeholders to hold the Council to account for its work around equality, and to increase involvement and ownership in the work.

## 2. About Northumberland County Council

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Northumberland County Council as a unitary authority was established in May 2009 following local government reorganisation.

Northumberland is England's most northerly county. The County is uniquely shaped by its border history, stretching from Tyneside in the South to the Scottish Borders in the North, west to the Cheviots and the Pennines and bordered on the east by the North Sea.

Around half of the population live in the south east of the county, which covers only 3% of the area of Northumberland. The principal towns of Ashington, Blyth and Cramlington are distinctly built up in character with modern housing development and many industrial estates.

In comparison, the rural parts of the county are very sparsely populated. The majority of the population live in the market towns of Alnwick, Berwick upon Tweed, Morpeth and Hexham together with a number of small towns and villages. These towns have become centres of activity for the rural areas of the County supplying services, job opportunities and community facilities.

Population density is a calculation of the number of people per square metre. Northumberland has a population density of 63 residents per square metre, lower than any other local authority in the North East region. Northumberland has the seventh lowest population density of all local authorities in England and the tenth lowest population density in England and Wales.

This presents challenges for the council in delivering services to a dispersed population over a large geographical area. To overcome some of the difficulties, the Council has used new technologies to communicate, using social media such as twitter and facebook, as well as traditional communication routes. There has been a huge rise in the percentage of residents making enquiries paying bills and accessing services online but the Council recognises the difficulties in some parts of Northumberland which face digital exclusion and have limited or no access to the internet and is actively working to support improved access to the internet and alternative means of accessing services. Some groups of residents including some older people and some groups of disabled people also have less access to the internet or need additional support to be able to access services in this way.

Northumberland County Council has been involved in a project called iNorthumberland to help tackle some of these issues. In 2013 one in five of the county's residents had never been online and Northumberland had some of the poorest availability of broadband provision in the whole UK. 70% of tourism businesses lacked any online presence and surveys showed that businesses in general were not aware of the benefits of being online, and needed to increase their digital skills.

The first phase of the inorthumberland project to improve access to high speed broadband has been completed successfully with more than 52,500 households and businesses now able to access fibre broadband speeds as a direct result of the programme.

Survey and planning work is already well underway on the second phase of the roll-out with the first homes and businesses expected to be connected this year. An additional £4.1 million investment will bring fibre broadband speeds within reach of a further 3,700 homes and businesses across Northumberland by June 2017. inorthumberland aims to bring superfast broadband to 95% of the county by the end of 2017. You can find out more about Inorthumberland and find out if you can access this by following this link [inorthumberland](#)

The project has supported the council's library service to train all librarians as 'digital champions', with 1,556 hours of one-to-one training provided and champions now in place. We also ensure that residents who can't access services online can use other ways to access services such as by telephone, through the contact centre and by providing information in alternative formats. All information on the council website can be translated into a large number of other languages and the text size and colour can be adapted to suit an individual's needs.

## Key Figures

### Population

- Northumberland is home to 316,000 people and covers an area of 5,013 km<sup>2</sup>, of which 96.7% is classed as rural.
- 49.1% of the population live in rural areas compared to the North East (18.8%) and England (18.9%)
- The number of people aged 65+ is set to increase by 60% by 2035 (North East 53% and England 60% (2012 based population projections).
- Life expectancy at birth for males is 78.8 and females 82.5 (2010-12).
- The county is sparsely populated with 63 people per km<sup>2</sup> (North East 304 and England 411 (2013).
- 51% of the population live in the 3% of urban land based mainly in the South East of the county

## **Deprivation**

- 9.4% of the population live in one of the 10% most deprived areas of England compared to 16.6% in the North East and 9.8% across England (2010).
- 26.3% of the population are classed as income deprived and 23.3% are employment deprived.(2010 IMD)
- 15.6% of all children in Northumberland – almost 10,000 – are living in poverty

## **Crime**

- Crime rates (per 1,000 population) are low in Northumberland (17.4) compared to the North East (30.5) and England (38.4) (2011/12 Crime Survey England and Wales).

## **Economy and the labour market**

- Unemployment is lower than the national level,
- 2.5% claim Job Seekers Allowance which is lower than the North East rate of 3% (June 2014).
- The employment rate in Northumberland is 78.9% compared to the North East (75%) and England (77.6%) (Jul13-Jun14).  
Wages in the county are lower than the country figure, with the weekly average (median) pay being £487 compared to £523 in England (2014).

## **Children education and skills**

The percentage of children achieving 5 or more GCSE grades A\*-C (inc. English and Maths) was 52.1%, compared to the North East (54%) and England (52.6%) (2013/14). In 2015 there was a 4½ point increase in the percentage of students gaining 5A\*-C GCSEs including English and Maths which makes Northumberland the third best performing authority in the North East.

More detailed analysis of information about services for children and young people can be found in Appendix 3

## **Information about Northumberland**

More information about the people of Northumberland and council plans, strategies and research can be found on the Know Northumberland webpage [here](#)

## **Council Budget**

Northumberland County Council is facing a huge financial challenge. Along with other councils across the country, the money the council gets from the Government, to help provide public services, has been severely cut. Northumberland has been more affected by cuts in grant funding than neighbouring councils for example Northumberland County Council's core grant funding will be reduced by 82.4% by 2020. This is above the national average, and well above the North East Combined Authority average (76.4% and 79% respectively). Whilst central Government have announced some new funding such as the new Improving Better Care Fund and the new Rural Services Delivery grant, these have

been taken from the normal funding for local Government. By 2019-2020 the Council's core funding from central Government is estimated to be only £10.3 million.

The Council has faced significant cuts in its funding in recent years resulting in revenue budget reductions of £191.50 million between 2009-2010 and 2015-2016. A further £11.93 million reduction was approved for 2016-2017 with an additional £46.00 million reduction required to balance the budget for the three years up to 2019-2020

In order to achieve this the Council has had to undergo a radical transformation in the way in which it operates and delivers services. Changing the way that services are delivered has enabled the Council to continue providing services; for example, some libraries have been relocated into leisure centres and one-stop-shops have been developed. The Council is also reviewing its property portfolio in order to make best use of resources; relocating staff into central hubs and selling or leasing surplus properties in order to generate savings.

The Council will consider and utilise a full range of strategies, approaches and tools to ensure it delivers value for money and sets a balanced budget. These will include; Partnership working and alternative delivery models. The Council works in close partnership with a number of other bodies such as:

- Active Northumberland, a registered charity delivering Northumberland's leisure and cultural services;
- Northumbria Healthcare NHS Foundation Trust to deliver social care support for ill or disabled adults in Northumberland;
- Northumberland, Tyne and Wear NHS Foundation Trust in order to support working age adults with mental health problems.
- Town and Parish Councils both in sharing information and in carrying out complementary services
- A number of shared service arrangements are in place including Audit and Risk Management (with North Tyneside Council); Registrars (with Durham County Council); Procurement (with Northumbria NHS Foundation Trust and North Cumbria University Hospitals NHS Trust) and Occupational Health (with Northumbria NHS Foundation Trust).

The Council has identified opportunities to generate over £33 million in capital receipts by selling its surplus buildings. This money will contribute significantly to economic growth and regeneration in Northumberland. In addition the Council aims to make annual savings in its running costs of £3.4 million

We have also cut senior management costs by 1.5 million pounds. In December 2013 there were 28 senior managers; by 2015 this was reduced to 16. Information about the



management of the Council can be found [here](#) The Chief Executive, is Steven Mason and Daljit Lally is the Deputy Chief executive.

The council's revenue budget for 2016/17 is approximately £670 million. This is our gross budget. Some of the gross budget is made up of grants such as the Dedicated Schools Grant and Public Health Grant. These can only be spent on those specific services. The net budget is what is left to spend after these specific grants have been taken out.

The net budget is funded mainly by general government grants - the biggest of which is called the Revenue Support Grant. The amount allocated to the Council from the Revenue Support Grant has decreased. The rest of the net budget is made up of Council Tax collected from residents, along with money we make through income from fees and charges on planning applications and garden waste collections. We also collect taxes from businesses in the form of Business Rates. The council is allowed to keep some of this money and the remainder is paid over to central government, some of which comes back to the council as a grant.

The council is committed to investing in major projects that provide a positive future for our residents and future generations, with more homes, jobs and better education

The council is investing in affordable housing, building new schools, rebuilding leisure centres, and will continue our work to roll out superfast broadband across the county

Major capital investments include:

- Completion of the Morpeth Flood Alleviation Scheme, the £30 million Morpeth Northern Bypass, the work to reopen the Rothbury road at Cragend, Hexham Bus Station, Ashington Leisure and Community Centre
- Over 700 affordable homes
- Promoting Northumberland nationally through attracting the successful Northumberland leg of the Tour of Britain, the iconic Weeping Window exhibition at Woodhorn and the Tall Ships event in Blyth
- Making savings in our accommodation costs for example, by selling three Council sites to Lidl in Bedlington, Blyth and Ashington, to kick-start regeneration
- Improvements to the environment including the 'Love Northumberland Hate Litter' campaign and filling 82,000 potholes

To find out more about the budget and how you can be involved in consultations please see information [here](#)

### 3. The Council's Vision

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The vision for Northumberland is 'Leading Northumberland to a greater future'. This will be achieved by:

- **Leading locally** – respecting localness, recognising that one size does not fit all, and that we must work with local people to develop local services
- **Embracing unity** – unifying as one but recognising, valuing and respecting differences, celebrating pride and integration
- **Looking outwards** – being open, without walls and boundaries, a learning organisation that works in partnership, is visionary and a champion of aspiration and ambitions.

This is underpinned by the Council's values which are embedded in all aspects of service delivery and partnership working:

**Strength** – being confident and ambitiously driving the change and development required for Northumberland to succeed.

**Fairness** – being democratic in our actions, treating everyone individually but with consistency.

**Approachability** – being accessible to all and listening and responding to the views and opinions of everyone.

**Innovation** – recognising the need for continuous improvement and being creative in seeking new or improved ways of working.

The Council is committed to investing in major projects that provide a positive future for our residents and future generations, with more homes, jobs and better education. For example, we will be investing in affordable housing, building new schools, rebuilding leisure centres, and will continue our work to roll out superfast broadband across the county

### 4. Assessing the Equality Impact

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As a public sector organisation Northumberland County Council has a duty to analyse the effects of our services and practices on equality across all of the protected characteristics. This helps us to consider if the way we do things has any unintended consequences for some groups, and to check if they will be fully effective for all target groups.

It can help us identify any practical steps to tackle any negative effects or discrimination, and to promote equality and foster good relations between different groups. The Council has decided to retain the equality impact assessment process to help us do this:

## 4.1 Equality Impact Assessment

While equality analysis gives the Council a sound understanding of the overarching equality impacts of its services on different groups in the community, there will be key changes, decisions and proposals that arise during the year that will require an individual and specific equality impact assessment to be completed. The Council has an Equality Impact Assessment (EIA) tool to facilitate this process.

Reports to the Council's decision-making committees, Cabinet or full Council are screened for any relevance to equality, and a detailed EIA is completed if required. In addition, during the current period of austerity, the council faces significant challenges when setting its budget, however all of the Council's budget proposals are screened for their impact on equality and EIAs are completed as appropriate.

EIA's and any actions that have been identified as part of the council decision making process are published with the relevant report on the Council website.

## 4.2 Engagement

The Council has a range of things in place to make sure that it listens to the views of the people who uses its services and involves them in decision making. This includes helping us get a better understanding of the specific equality issues that impact on different groups in the community. High quality, coordinated and proactive consultation and engagement is essential for:

- ensuring all residents have the opportunity to shape services
- good decision-making
- evaluating the Council's progress against strategic priorities and medium and long-term objectives.

The Council continues to maintain a **Peoples Panel**. This is a representative consultative body of local residents, used to help identify local priorities and to consult service users and non-users on a range of customer satisfaction and local quality of life issues.

Surveys have been conducted focussed on topic areas including – lifestyle, access to services and cleaner, greener, safer & stronger.

Full reports analysing each of the questions can be accessed via the County Council's [website](#)

This section also gives detail of key actions implemented by the relevant services as a direct result of comments made via the People's Panel.

## Key Actions

A number of key actions have been implemented as a result of the comments made via the People's Panel. These included:

### Employment

- The Council's Employability Team compared the People's Panel results against existing evidence to ensure that employability services are targeted appropriately.

### Transport & Sustainable Development

- Targeted marketing and communication campaign to encourage residents to use alternative modes of transport.
- Promoted information on the actual costs of using a car compared to the bus and promoted a pre-paid smart card for use on buses.
- Developed targets relating to energy efficiency in the Code for Sustainable Housing.

### Health

- Undertook additional analysis to determine the targeted support required from public health for disadvantaged priority groups.
- As only 23% of respondents obtained Health and Social Care information from the Council the way in which health information is advertised has been reviewed.

### Economic Outlook

- The People's Panel survey will be used as an annual 'economic barometer' to build longer term analysis of residents' views which will contribute to the Council's assessments.
- **Youth Cabinet** – The Youth Cabinet are elected annually by young people in Northumberland as a body working to represent the views of their peers within the County to decision makers.

- **Voices Making Choices** is made up of 15 young people aged 14 to 21 with experiences of the care system. They are from different backgrounds and have different experiences.
- **1001 Voices** – 1001 Voices specifically seeks the views of young people through online surveying. Each survey is written by young people and they compile the results to feedback to young people and decision makers.

A Residents' Perception Survey was undertaken by independent researchers. The results were analysed by age, ethnicity, gender, disability, caring responsibility household tenure and work status. The full report is available on the Council's website and can be provided in other formats.

### **Key findings**

- Three quarters of residents (75%) are satisfied with their local area as a place to live.
- Three quarters of residents (74%) feel they belong to their local area.
- Half of all residents (45%) agree that local people pull together to improve things locally, although quarter disagree.
- Two fifths of residents are satisfied with the Council (43%), compared with one in three who are dissatisfied with it (30%).
- The great majority of residents think the economy is doing badly or really struggling, be it locally (85%), regionally (91%), or nationally (93%).
- Most residents rate their health as a least good and a small number (8%) consider it bad.

There is stark contrast between the different areas of Northumberland. Those in the North and the West are generally more positive about the area in which they live, the Council and the services which it provides. They are well connected to the local community and are more likely to volunteer in community activities. Residents from South East are less satisfied across all of these issues and are more isolated from the community.

There were some differences in responses from people with different protected characteristics. Perceptions vary most often by gender, age, household tenure and work status. Particularly in attitudes towards the Council, the most positive residents are women, older people aged 65+, the retired and social tenants (there is considerable overlap between the last three of these groups). Attitudes to the Council are less positive among men, those aged 25-64, working people and owner-occupiers. Quality of health and having a long-term illness or disability is another important factor.

People in poor health are the most dissatisfied of all with the local area, less likely than people in good health to have friendships or associations with the other people in the area and the number of economic problems they have recently experienced is higher. They are

also less likely to feel informed by the council. People who provide care and support to someone also tend to be more critical, particularly of the Council. They are less likely than non-carers to be satisfied with the Council.

Six in ten residents who live in a diverse community (62%) agree that people of different backgrounds get on well in the local area. One in seven (15%) disagree, whilst a quarter (23%) have no opinion either way. Whilst the proportion who believe that people from different backgrounds get on well together is higher in Northumberland than the councils' consortium average (58%). Community cohesion is greatest in the North and West (67% and 71% respectively), but is lower in South East (53%).

**Staff Engagement** In 2016, as part of a larger staff survey asking for employees' views, specific questions were included to collect information about staff experiences and perceptions of workplace equality. This anonymous survey was carried out using an online survey and postal questionnaires. An external agency carried out the survey to provide added guarantees of anonymity. These results were reported to the Executive Directors and Heads of Service, who have been challenged to use them to shape their service planning, and to use the information to inform our strategic equality analysis of our workforce and performance against equality objectives. Progress on achieving equality objectives is monitored by the Council's Equality, Diversity and Human Rights Steering group.

As a result of analysis of the data a revised Internal Communications Strategy has been put in place, and the Internal Communications function is being restructured to more clearly focus on engaging all employees, including protected groups, and to provide clearer connections between the staff responsible for engagement and the staff LGBT, disability and equality and diversity allies networks.

**Wider community engagement** - activity to increase the number of people getting involved in local decision making. An example of this is the extensive engagement with communities across Northumberland on the Council's Core Planning strategy this included targeted engagement with protected groups to ensure a wide range of views are considered in producing the final strategy.

Engagement with the Voluntary and Community Sector has been integrated within the work of the Voluntary and Community Sector Assembly.

**Equality Objectives Engagement** - The Council worked with many local people and community groups to help identify strategic **Equality Objectives** and to monitor the delivery of an action plans to help deliver the objectives. The Council established the equality objectives which were published in April 2016 through conducting a survey, holding regular

meetings, forums and surveys with representatives from across all protected groups, and via reviewing any complaints or comments about the Council.

**Budget Consultations** There are also a range of consultations ongoing around the specific budget proposals. The feedback from these will be used to inform the final decision making around the budget. The feedback from all these different approaches, and from regional and national research, has been used to inform our judgements on what the equality impacts may be for different groups of people in our community and is detailed in individual analyses.

## 4.4 Joint Strategic Needs Assessment (JSNA)

This assessment provides the Council with valuable information to help it better understand the needs of its population. It gives us a shared picture of the health, care and related needs of the people of Northumberland. It has been used to inform many of the Groups' strategic equality analysis. [The JSNA is available on the Council Website.](#)

Information is organised into the following key sections:

- **State of health** provides statistics by health issues.
- **Our people** provides statistics about people with health and care needs in Northumberland.
- **Our place** provides statistics, arranged by topic, covering the areas where these people live.
- Information in the 'our people' and 'our place' sections helps to set evidence-based priorities for Northumberland.
- The **our strategy** section describes priorities and how they will be met to improve the public's health and reduce inequalities.
- **Our approach** provides details of the Northumberland health and wellbeing board and how health and care needs in Northumberland are addressed.

## 5. Understanding our Community

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### 5.1 A Summary of our Community Equality Profile

The information below sets out broadly what we know about the profile of different groups of people in Northumberland, and helps us to understand better the equality issues which may impact on the people who may use our services.

## 5.2.1 Disability

In relation to the Equality Act, a person has a disability if they have “a mental or physical impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities”.

According to some definitions there are currently around 11 million disabled adults and 770,000 children in the UK, equivalent to 24% of the adult population and 7% of all children<sup>1</sup>. Around half the working-age disabled population, over 3.5 million people, are out of work resulting in a significant waste of talent and potential productivity<sup>2</sup>.

The population of disabled people includes wheelchair users, blind people and deaf people – these are an important minority of the total, but the majority of disabled people have other (often less visible) impairments.

Among adults, trends show increasing numbers of people reporting mental illness and behavioural disorders, while the number of people reporting physical impairments is decreasing.

Although older people are more likely to be disabled than younger people, trends show an increasing number of children reported as having complex needs, Autistic Spectrum Disorders or mental health issues.

Research suggests that disabled people are doing less well than non-disabled people across a wide range of indicators and opportunities. Disabled people are more likely to achieve lower outcomes in terms of employment, income and education. They are more likely to face discrimination and negative attitudes, and often experience problems with housing and transport.

The Life Opportunities Survey (LOS)<sup>3</sup> is a large-scale longitudinal survey of disability in Great Britain. The a comparison found the following restrictions on participation for key life areas:

- 16% of adults with impairments experienced participation restrictions in their learning opportunities compared with 9% of adults without impairments.
- 58% of adults with impairments experienced restrictions in the type or amount of paid work they did, compared with 31% of adults without impairments.

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<sup>1</sup> Office for National Statistics (2004) “Living in Britain: Results from the 2002 General Household Survey”

<sup>2</sup> Sayce Report, 2011

<sup>3</sup> [http://www.statistics.gov.uk/about/methodology\\_by\\_theme/life-opp-survey.asp](http://www.statistics.gov.uk/about/methodology_by_theme/life-opp-survey.asp)



- 75% of adults with impairments experienced restrictions in using transport compared with 60% of adults without impairments.
- 45% of households where at least one person had an impairment, experienced a participation restriction to economic life and living standards (that is, being able to afford expenses or make loan repayments). This compares with 29% of households without any people with impairments.
- 72% of adults with impairments experienced a participation restriction in leisure, social and cultural activities compared with 78% of adults without impairments.
- 24% of adults with impairments experienced a participation restriction to social contact (that is, being able to meet with close contacts as much as they would like) compared to 21% of adults without impairments.
- 12% of adults with impairments experienced a participation restriction to housing (that is, difficulty accessing rooms within their home or difficulty getting in or out of their home) compared with 1% of adults without impairments.
- The most common enabler for improving employment opportunities for adults with impairments was modified hours or days or reduced work hours. This was identified by 25% of adults with impairments, compared with 30% of adults without impairments.
- 2% of all adults felt that they had been a victim of a hate crime over the past 12 months.

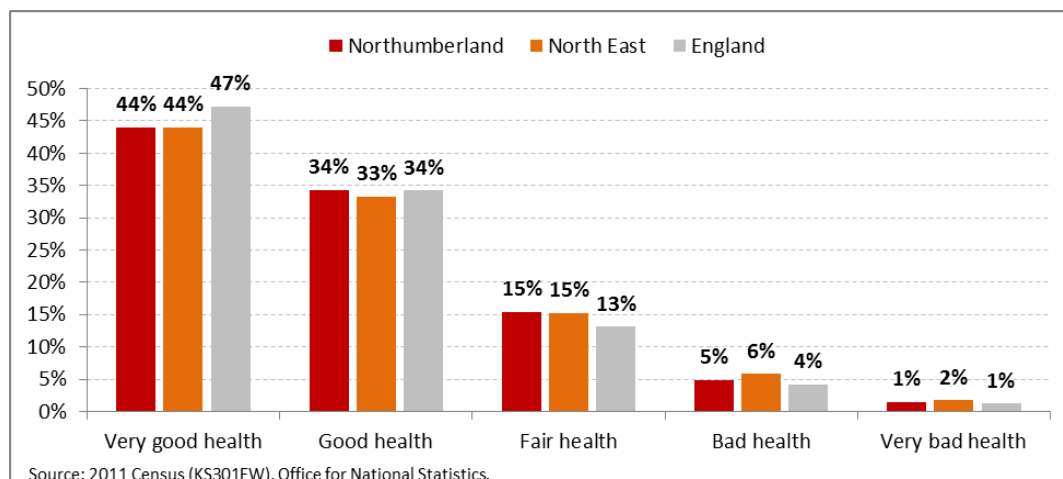
A new benefit has been introduced to replace disability living allowance this is called Personal Independence Payments this makes comparison between those who are transitioning from DLA to PIP more complex so these figures have not been included for 2016. In the 2011 census 15% of adults aged 16-64 had a disability that limited work or daily living activities in the North East the highest percentage in England.

## Health

In Northumberland 78% (247,400) of residents assessed their general health as either very good or good. A further 15% described their health as fair (48,600), and 6% (20,000) described their general health as either bad or very bad.

Figure 1 below shows that residents in Northumberland generally assess their health as being better than residents in the North East but the opposite is true when compared to England. The North East has the fewest residents rating their health as very good and the most residents rating their health as bad or very bad out of all regions in England.

**Figure 1: General Health**



Residents were asked to state if their day to day activities were limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months. In Northumberland 21 % (65,500) of residents reported a long-term activity-limiting illness, while 79 % (250,000) reported that they had no limiting long-term illness. Of the 21 % with a long-term activity-limiting illness ten % (30,900) stated that their day to day activities were limited a lot while 11 % (34,600) stated their day to day activities were limited a little.

**Disability amongst people aged 16-64 (Oct 2011- Sept 2012)**

(Based on the Equality Act definition)	Northumberland	North East	England
% disabled	11.7	14.1	11.7
% work-limiting disabled	3.8	4.2	3.6
% both work-limiting disabled and disabled	20.5	24.0	20.4

Source: ONS Neighbourhood Statistics Local Authority profiles

**Provision of unpaid care**

The estimated proportion of people aged 16-64 in Northumberland who were disabled (based on the Equality Act definition) from Oct11 - Sep12 was 11.7%. The figure for England was the same although the North East was lower at 14.1% for the same period. For those people who were classed as both work-limiting disabled and disabled, Northumberland and England had similar figures of around 20.4%, but the North East region had a far higher proportion (24.0%).

**Provision of unpaid care**

A person is a provider of unpaid care if they look after or give help or support to family members, friends, neighbours or others because of long-term physical or mental ill health or disability, or problems related to old age.

There are 35,697 carers in Northumberland providing unpaid support to people because of illness, disability or frailty. Over 8,800 provide more than 50 hours unpaid care a week.

In Northumberland 11% (35,700) of residents were giving care in 2011, the same percentage as in 2001 (11%, 33,600). The North East (11%, 286,400) had the same percentage of residents giving care as in Northumberland, while in England 1% fewer gave unpaid care (10%, 5,430,000). In 2011 almost two fifths (38%, 13,400) of residents in Northumberland provided 20 or more hours of unpaid care per week which is an increase of five percentage points on 2001 (33%, 10,900).

Carers UK’s State of Caring 2016 report shows that carers continue to see negative impacts on their finances, with 48% of those caring 35 hours or more struggling to make ends meet. Half of carers responding to the survey (49%) have left work to care, with a further quarter (23%) reducing their hours.

The Census shows that those providing 50 hours or more care a week are twice as likely to be in poor health as non-carers. Yet 1 in 5 (20%) carers providing 50 hours or more support a week are receiving no support with their caring role. People with caring responsibilities have been particularly affected by public spending cuts 1 in 3 carers (34%) reported a change in the amount of care and support services they or the person they care for receive. Of these, over half (59%) saw a reduction in care and support services, due to cost or availability.

## 5.2.2 Sex

The profile of Northumberland broadly reflects the national picture. This is shown in Table 2:

**Table 2 Statistics (Census 2011)**

Area	Total Population	Male	%	Female	%
Northumberland	316,000	154,100	49%	161,900	51%
North East	2,596,900	1,269,700	49%	1,327,200	51%
England	53,012,500	26,069,200	49%	26,943,300	51%

The lives of older women are often very different from those of older men. On average, women live longer but have lower incomes and are more likely to be disabled.

Because women are also often younger than their partners, more women than men live alone in their later years. Traditionally, women have also left the labour market earlier, though this is likely to change over time.

The number of transgender people is not accurately known. Because of the social stigma attached to this, arising from a widespread lack of awareness of the true nature of the condition, it is something that is often kept hidden. Therefore it is only possible to collect statistics on the numbers of declared transsexuals and such figures undoubtedly represent only a proportion of those affected. We do not yet have the means to gather reliable data on the numbers or needs of our transgender residents. However we are working to improve the data available to us. A joint working group which includes representatives who have experience of the gender transition process has been established with Northumbria Healthcare Trust and the Council to look at ways of improving services for this group of people.

Until recently, estimates of the rate of occurrence of male-to-female transsexuality might have been around 1 in 100,000 of the male population. Today, with the greater awareness and openness that exists, some estimates now put the figure at greater than 1 in 10,000. It is known that other chromosomal or intersexed conditions can have rates of occurrence of, or approaching, 1 in 1,000 of the population and it may well be that this is the true order of magnitude of transsexuality. Rates of occurrence of known female-to-male transsexuals are significantly lower, typically being around a third to a quarter of the rate for male-to-female transsexuals. However, this rate has varied somewhat with time and between different parts of the world. This suggests that varying cultural factors might play a role in the decision to be open about the condition.

In a survey of 870 transpeople<sup>4</sup>:

- 73% had experienced harassment in public
- 10% had encountered threatening behaviour from the public
- 42% feared losing their job on transition
- A quarter felt obliged to leave their job
- 10% had experienced verbal abuse at work
- 6% had been physically assaulted
- 6% had been refused healthcare
- 1 in 4 said they were made to use an inappropriate toilet.

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<sup>4</sup> Engendered Penalties – The Equalities Review, Feb 2007

## 5.2.3 Race

### Ethnic Group

In the 2011 census most residents in the county belonged to the white ethnic group (98%, 311,100), a decrease of one percentage point since 2001 (99%, 304,200).

Our School Census information system, where ethnicity is identified tells us that in 4.62% of our pupil population has an ethnicity that is other than White British. 'White Other' which might include Polish and European nationalities, is the next largest ethnicity followed by "Mixed Other" and then "Any other Asian Background". 1.1% of our pupil population has a first language which is not English, and 28 different community languages are represented in Northumberland from our school age children alone (data extracted from January 2015 School Census)

- Of children aged 0-4 known to be from the BME population of Northumberland, 57.2% have made use of Children's Centres services.
- Gypsies/Roma and Travellers form minority ethnic groups in Northumberland there are a number of barriers to collecting accurate data on the numbers of people. However, our dedicated Traveller Family Liaison Officer maintains a database of known Traveller families who are located in Northumberland or who regularly travel through Northumberland and access our schools and services. Further data is included in appendix 3
- The Gypsy Roma Traveller community is identified nationally as being the most disadvantaged ethnic group in the country.
- The Traveller community is by definition mobile, but:
  - Approximately 250,000 – 300,000 are housed in bricks & mortar
  - Approximately 90,000 live a semi-nomadic life
  - The last year has seen an increase in caravans overall, as well as increase in unauthorised sites
  - North East region recorded lowest proportion of caravans on unauthorised sites in England
  - Gypsy/Roma pupils are amongst the lowest achieving groups at every Key Stage of education, although individual GRT pupils can and do achieve very well.

BME group performance within Northumberland is good when measured against whole cohort and National Average, with exception of Chinese (-48% against NA) and Black African (-31% against NA). (*Information available via unvalidated 2015 RAISE Online*).

- Data about ethnicity is routinely collected through ICS. Of current open cases: 94.11% are White British, 1.88% white other, 1.85% mixed, 0.35% Asian, 0.22% Black, and 1.59% unknown.

- 3.5% of queries to the Family Information Service are received from parents/carers of BME origin.
- Of the School governors who identified their ethnicity 4.7% class themselves as not White British
- 5.45% of children who are in receipt of free school meals are from not “White British” communities, where identified in ONE.
- 2.1% of adult learners are of a BME origin.

(Source: School Census Data 2015)

Northumberland has a higher percentage of people belonging to the white ethnic group compared with the North East region (95%) and England (85%). This is shown in Table 3:

**Table 3 Broad Ethnic Group (as identified in the Census 2011)**

(Northumberland)	2001		2011		Change	
	Number	%	Number	%	Number	%
White	304,221	99.0	311,066	98.4	6,845	-0.6
Mixed/multiple	871	0.3	1,692	0.5	821	0.3
Asian/Asian British	1,653	0.5	2,658	0.8	1,005	0.3
Black/African	204	0.1	338	0.1	134	0.0
Other	241	0.1	274	0.1	33	0.0

Source: 2011 and 2001 Census (KS201EW & KS06), Office for National Statistics.

### Household Language

All usual residents in 99% (136,800) of households spoke English as a main language in Northumberland, while households containing no children or adults who have English as a main language accounted for 0.5 % (700) of all households.

The North East has a relatively small black and ethnic minority population compared to the rest of the country. Gypsies and Travellers, including those identifying themselves as Gypsy Romany or Irish Travellers, were separately identified for the first time in the 2011 census. In England and Wales 56,000 people identified themselves as Gypsy/Irish traveller, with 156 living in Northumberland.

### 5.2.4 Age

Age equality is concerned with responding to differences between people that are linked to age, and with avoiding preventable inequalities between people of different age groups.

The population has grown by 8,600 in the last 10 years, rising from 307,400 in 2001, an increase of 3%. 20% of Northumberland's 2011 Census population is aged 65 and over an increase from 18% in 2001.

The shift in the age balance of the population covered by the Council in Northumberland is part of a broader national and international pattern. However, there are a higher proportion of people aged over 65 in our local population as compared with the regional and national picture. Table 4 presents a profile of Northumberland's population based on age.

**Table 4 Population Age Statistics (Census 2011)**

Area	Total Population	0-14 (yrs) %	15-64 (yrs) %	65+ (yrs) %
Northumberland	316,000	15.8	64.1	20
North East	2,596,900	16.6	66.1	17.3
England	53,012,500	17.7	66	16.3

Around 68,500 children and young people aged 0 to 19 live in Northumberland in a total population of around 316,000 (21.7%). This includes 16,000 children under 5 years old and 46,000 children of compulsory school age (5 to 16). From the School Census 2015 we know that within the school population around 96% of children and young people are White British, with 4% from minority ethnic backgrounds.

We know that our social work teams received over 5,000 referrals in 2015 and at any one time about 3,000 children and young people need support from a social work service. Around 350 children are subject to a child protection plan and 375 are looked after by the Local Authority. There are also around 2,600 'children in need' who require the support of Local Authority services to maintain their health and development (including children who are disabled).

### 5.2.5 Sexual Orientation

Although there is no hard data on the number of lesbians, gay men and bisexuals in the UK as no national census has ever asked people to define their sexual orientation, government actuaries estimate that 6% of the population is lesbian, gay bisexual (LGB). This represents around 3.6 million people – or 1 in 16 Britons.

475 households in Northumberland declared they were in a Civil Partnership in the 2011 Census. The Registrars Service conducted 19 Civil Partnerships during 2012/13 and 28 in

2013/14. The Service actively promoted Northumberland as a destination by attending Pride 2014/5 4 Civil Partnerships and 43 same sex marriages. So far in 2015/16 they have conducted 2 Civil Partnerships and 75 same sex marriages. Northumberland has continued to promote workplace equality for LGBT employees The Council has also undertaken specific work to promote and target services to meet the needs of LGBT service users including training for domestic abuse champions, providing information and support for same sex fostering and adoption

## 5.2.6 Religion or Belief

A breakdown of the population by religion or belief is given in Table 6.

The majority of residents in Northumberland (69%, 216,700) stated their religion was Christian which was a higher percentage than in the North East (68%) and England (59%). Christian was also the largest group in 2001 but saw the largest decrease of 13% from 81% of residents (this is in line with the decrease in the North East and England).

Christianity is the only religion in the county that has seen a decrease in numbers (by 32,400) between 2001 and 2011 despite population growth. The group stating they had no religious affiliation was the next largest response category increasing 12% to 24% (75,600) since 2001. None of the other listed religions accounted for more than 1% of the total population and Muslim was the only other listed religion selected by more than a thousand residents in Northumberland.

**Table 6 Religion or Belief (Census 2011)**

(Northumberland)	2001		2011		Change	
	Number	%	Number	%	Number	%
Christian	249,029	81.1	216,673	68.6	-32,356	-12.5
Buddhist	352	0.1	578	0.2	226	0.1
Hindu	258	0.1	335	0.1	77	0.0
Jewish	129	0.0	169	0.1	40	0.1
Muslim	663	0.2	1,018	0.3	355	0.1
Sikh	385	0.1	494	0.2	109	0.1
Other religion	596	0.2	980	0.3	384	0.1
No religion	36,156	11.8	75,620	23.9	39,464	12.1



Religion not stated	19,622	6.4	20,161	6.4	539	0.0
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Source: 2011 and 2001 Census (KS201EW & KS06), Office for National Statistics.

## 5.3 A Summary of the Key Equality Issues for People who use our Services

Some of the key potential impacts we have considered, from the feedback we have had from people who use services, and from local and national research, are listed below. This is followed by a summary of some of the things the Council has in place to address these (listed in 5.4).

### Communication

Across all Council services there are specific issues around ensuring accessibility of information and communication particularly for disabled people with access needs and people who do not speak or read English. The 2011 Census identified that 1,737 households in Northumberland have one or more people who do not speak English as a main language of these 651 households had no-one who spoke English as a main language. Our library service has provided access to 'English as a Second Language' resources to over 450 people.

While it is our aim to support all those moving into our area to learn to speak English so as to be able to participate fully, it is also important to make sure that the Council can make key information available in a range of languages for those who cannot yet understand English.

It is also important that information is available in a range of formats to support different groups, such as disabled people for example, and ensure that information is appropriately targeted, is age appropriate, and uses inclusive images and words.

The Peoples' Panel survey conducted in April 2013 showed that there were important differences in how people access our services.

### Internet access

Almost three fifths (57%) of respondents had used the council's website to gain information or contact the council however, use of other online mediums (including social media) to make contact / find information was low although it is increasing. The council website was one of the preferred methods of receiving information. It was also common for respondents to express a preference for receiving information through letter / post, particularly bills.

Seven tenths of male respondents to the People's Panel 2013 survey said that the internet was used every day within their home; a tenth higher than female respondents. 88% of male respondents agreed that the internet had increased in importance; 8% higher than female respondents. There was also a significant difference in how important people felt the internet was between those who had a disability (68%) and those who did not (86%). The perception that the internet was more important than it had been five years ago was significantly higher among those aged 18 to 39 (94%) and 40 to 59 (92%); only 76% of respondents aged 60 and over said that the internet had increased in importance.

### **Visiting Customer Information Points**

Around a quarter (26%) of respondents had visited a council customer information point in the 12 months prior to taking part in the consultation, meaning almost three quarters (74%) had not. Female respondents, those aged 60 and over and respondents with a disability were more likely to have visited a customer information point in the last 12 months. It was also more common for those within the South East (31%) to have visited a customer information point; particularly when compared with those in the West (20%). (Source: Peoples' Panel Survey 2013)

There are some particular challenges in Northumberland, because, while our population does include groups of people for whom English is not a first language, these are generally small, diverse and geographically scattered, so that requirements for translation and interpretation require individualised responses. A translation service has been added to our website to translate web pages into different languages and guidance on producing information in alternative formats and languages has been produced for our employees. Access to telephone interpretation is available, and face to face and British Sign Language interpretation can be arranged.

### **Physical Access**

Physical access to Council buildings and services can be an issue for some people in particular for some disabled people, older people, pregnant women and people with young children. Access to accessible transport is also an issue that is raised by people in the community, as are issues around the maintenance of pavements and roads.

In addition, the opening times of services may make accessing certain services more difficult for some groups of people due to work, caring or religious commitments.

## **Understanding Needs and Engagement**

The needs of some groups of people are less well understood by some services due to limited information being collected around the use and experience of those services by people of different groups, and also through a lack of specific engagement. In particular, the needs of people from BME groups and people who are LGBT tend to be less well understood by Council services. In the case of BME groups, low numbers and geographical dispersion present particular issues in Northumberland. Services have tried to address this by reviewing the collection of Equalities monitoring data and conducting carry specific consultation with their service users. We have also undertaken a staff survey to understand the equalities issues of our employees. The Council has engaged with representatives of protected groups through the Voluntary and Community Sector Assembly and groups such as the Older People's Forum, local disability groups and migrant support groups. A specific strategy is in place for providing services and support for the Gypsy/Roma and Traveller communities.

## **Delivering Personalised Services and Providing Choice and Control**

We know that in order to achieve equality it may mean that services may need to be delivered differently to different people.

Individual needs, lifestyles and preferences need to be taken fully into account particularly in delivering care services for disabled children and adults and within education, to enable people to have real choice and control over their lives.

## **Responding to Cultural Needs**

Some groups of people may have particular requirements, due to religious or cultural beliefs, which may mean services need to be offered in different ways. For example, in providing a choice in the gender of person to work with someone, or in following particular protocols around the handling and preparation of food.

## **Negative Attitudes**

All protected groups are at risk of negative attitudes, stereotypes and prejudice in particular disabled people, people from BME groups, and people who are LGBT. This can have a significant impact on their daily lives and on community cohesion in general. It is therefore essential that Council services are able to identify this and respond appropriately.

## **The Impact of Caring**

In Northumberland there are estimated to be over 35,000 carers providing unpaid caring support. Overall, women are more likely to be carers, and younger carers are more likely to be female, although there is evidence that as age increases, a higher proportion of older men become carers. Older men may find it particularly challenging if they have previously taken on more 'traditional roles' within the relationship and home and may therefore need support to continue to provide care.

Our residents' survey found that one in three residents (35%) gives help or support to relatives, friends or neighbours because those people have a disability or a health condition related to old age. More women are carers (37%) and most carers are aged 45-64 years old (44%). Many carers also have a long term illness or disability themselves (41% vs. 33% who do not).

### **Social Isolation**

We know that some groups in our local communities are more at risk of social isolation than others. This includes in particular disabled and older people, people new to the County and those who do not speak English.

Physical and emotional isolation caused by not understanding the language or culture of a new country can threaten the feelings of safety and security of newly arrived BME families particularly as there are very small numbers of people, sometimes settling in rural locations, and a lack of ethnic minority community support organisations locally.

In addition, research suggests that LGBT people are more likely to be single, live alone, less likely to have children and less likely to be in touch with their family which increases their risk of social isolation.

## **5.4 Learning from Complaints and Comments**

Complaints and suggestions are an important way of learning more about the equality issues that impact on different groups of people in our community. We have looked at the complaints we have received over the last year and also considered comments and suggestions and feedback from the Peoples' Panel and Residents survey, the main issues raised focussed around:

- Parking - In response to feed back on the parking strategy we have increased the time limits for disabled people to park without charges in Council car parks.

Website

- Changed the layout of many of our web pages so it's easier for people to find the information they need and complete tasks online

- Made it easier to do more online including: paying council tax and business rates, buying parking permits, reporting local issues such as potholes, street lights and grass cutting or booking appointments with pest control.
- Made it possible to translate information on our web pages online into a wide range of languages, it is also possible to increase text size and colours to meet the needs of a range of users and the website has been designed to meet web accessibility standards

#### Libraries and community hubs

- Changed the opening hours at ten libraries so it's easier for people to visit.
- Made mobile library stops more frequent so more people can get access to the service
- Improved facilities at Cramlington and Morpeth.
- Completed the roll out of a programme across our libraries network so more people can get online for free – this included new public computers and better connectivity and access to social networking. There are also trained digital champions within the libraries to help people access online services
- Delivered improvements at the my library website. The 'who writes like this section' helps people to find the books they like, and includes a what's new to read and do in your library, we have improved access to e-books and audio books for people who can't travel to a library.
- Reviewed support for people who are unable to travel to a library
- Arranged a display of books and resources for the LGBT community in Ashington and Cramlington libraries in 2016
- Held photographic displays in Blyth and Berwick libraries to showcase the work of ethnic minority women who live in Northumberland.

#### Telephone/Text Numbers

- Invested in a new telephone system to improve call handling and introduced local rate numbers to reduce call charges. Promoted a Text Relay service for customers with Hearing Loss or Speech Impairments.

#### This has resulted in

- More people using the website, the number of transactions on our website has grown by more than 16% compared to 2011.
- More than 65,000 people are now using social media to engage with the council and get information in a way that is more convenient for them.
- More people are joining and visiting our libraries and using our library webpages as a result of implementing improvements.

- Information in alternative formats - We have produced guidance for employees and are introducing training to improve access to information in other formats and alternative languages.
- Responded to feedback from residents about road design
- Consulted with representative disabled groups about how to make the new HQ and surrounding area at Ashington as accessible as possible
- Hate Crime - We are working with partners to improve awareness of what a hate crime or incident is and how to report an incident. The number of reporting centres has been substantially increased
- Training - Within budget constraints we have offered a number of training courses to staff on equality issues including Deaf awareness and requirements of the Equality Act. We worked with local disability groups to host a disability awareness day at County Hall
- Tackling Discrimination - We have provided information and training to councillors and publicised information about how people can take action if they experience discrimination. Information is also available on our website.
- Complaints - improving the way in which we deal with complaints.
- Physical barriers to accessing some community facilities - we are reviewing and improving access to Council facilities in the customer service centres and where we have had to locate customer service centres into leisure centres for efficiency reasons we have tried to improve access to facilities, for example, Ashington leisure centre now has two changing places facilities with adult changing benches. Perceived lack of awareness of the needs of the Gypsy Roma community - which is now being addressed through training, the Gypsy/Roma/Traveller strategy, outreach and partnership working. Specific consultation with this community was undertaken in setting equality objectives and in developing the Core Planning Strategy

We will continue to review how we can best make use of the complaints, comments and survey responses we receive from the public to improve our services and promote equality in Northumberland.

## 5.5 Promoting Equality in the Community

The Council has a range of measures in place to help eliminate unlawful discrimination, promote equality and to foster good relations in the local community. Some of these are generic and impact on all groups of people, whereas others are more targeted at specific groups sharing particular protected characteristics. Table 8 below gives a summary of what we currently have in place:

**Table 8 Summary of the Measures the Council has in Place<sup>5</sup>**

Measures in place	Supports the demonstration of having due regard to...		
	Eliminate discrimination, harassment and victimisation	Advance equality of opportunity between people who share a characteristic and those who do not	Foster good relations between people who share a characteristic and those who do not
<ul style="list-style-type: none"> <li>• Clear policies outlining the Council's firm commitment to equality</li> </ul>	✓	✓	✓
<ul style="list-style-type: none"> <li>• Equality Objectives that are regularly monitored by the Council's Equality, Diversity and Human Rights Steering Group</li> </ul>	✓	✓	✓
<ul style="list-style-type: none"> <li>• Targeted services designed to support disabled people and their carers in a way that promotes choice, independence and control</li> </ul>	✓	✓	✓
<ul style="list-style-type: none"> <li>• Access to interpreting and information in other formats and languages</li> </ul>	✓	✓	✓

<sup>5</sup> More specific detail relating to individual Council Groups is given in Appendices 1-4.

Measures in place	Supports the demonstration of having due regard to...		
	Eliminate discrimination, harassment and victimisation	Advance equality of opportunity between people who share a characteristic and those who do not	Foster good relations between people who share a characteristic and those who do not
<ul style="list-style-type: none"> <li>• A wide range of mechanisms to engage with people from different communities and involve them effectively in decision making</li> </ul>	✓	✓	✓
<ul style="list-style-type: none"> <li>• The Council is leading on an 'Ageing Well in Northumberland' programme which considers the opportunities presented by an ageing population, as well as ensuring that mental and physical needs are effectively addressed</li> </ul>		✓	✓
<ul style="list-style-type: none"> <li>• Equality training for employees and communities with specific reference to all protected characteristics</li> </ul>	✓	✓	✓
<ul style="list-style-type: none"> <li>• Clear eligibility criteria for services</li> </ul>	✓	✓	✓
<ul style="list-style-type: none"> <li>• Clear and consistent processes in place for undertaking equality analysis and for assessing the equality impact of changes and decisions on people who use services</li> </ul>	✓	✓	✓
<ul style="list-style-type: none"> <li>• Equality leads for all Council Groups and involvement of Elected Members in overseeing the Council's performance on equality</li> </ul>	✓	✓	✓



Measures in place	Supports the demonstration of having due regard to...		
	Eliminate discrimination, harassment and victimisation	Advance equality of opportunity between people who share a characteristic and those who do not	Foster good relations between people who share a characteristic and those who do not
<ul style="list-style-type: none"> <li>Strong partnership arrangements with community, voluntary and statutory groups and organisations to work together to promote equality in Northumberland</li> </ul>	✓	✓	✓
<ul style="list-style-type: none"> <li>Targeted marketing of certain services to particular groups (e.g. Civil Partnerships promotion)</li> </ul>		✓	✓
<ul style="list-style-type: none"> <li>Initiatives to improve opportunities for specific groups or communities</li> </ul>		✓	✓
<ul style="list-style-type: none"> <li>Dedicated roles assigned to support particular groups of people (e.g. Gypsy and Travellers)</li> </ul>	✓	✓	✓
<ul style="list-style-type: none"> <li>Support Planners, some based in Social Care and Health Information Points have helped to improve access to support and advice for disabled people</li> </ul>		✓	✓
<ul style="list-style-type: none"> <li>The Joint Strategic Needs Assessment helps identify areas where more work may be need to further promote equality</li> </ul>		✓	

Measures in place	Supports the demonstration of having due regard to...		
	Eliminate discrimination, harassment and victimisation	Advance equality of opportunity between people who share a characteristic and those who do not	Foster good relations between people who share a characteristic and those who do not
<ul style="list-style-type: none"> <li>Attendance at Northern Pride to demonstrate the Council's commitment to better understanding and meeting the needs of Northumberland's LGBT community</li> </ul>		✓	✓
<ul style="list-style-type: none"> <li>Personal Budgets and Self Directed Support for Disabled People has substantially increased</li> </ul>		✓	✓
<ul style="list-style-type: none"> <li>Robust safeguarding arrangements to protect vulnerable children and adults in Northumberland and to report Hate Crime</li> </ul>	✓		
<ul style="list-style-type: none"> <li>Effective transitional arrangements in place to support disabled children moving into adult services</li> </ul>		✓	✓
<ul style="list-style-type: none"> <li>Anti-bullying initiatives within Childrens' and Adult Services</li> </ul>	✓		✓
<ul style="list-style-type: none"> <li>Domestic Violence support for both women and men</li> </ul>	✓		
<ul style="list-style-type: none"> <li>A Strategy Group to focus specifically on addressing the needs of Gypsy, Roma and Traveller community in Northumberland</li> </ul>	✓	✓	✓
<ul style="list-style-type: none"> <li>Promoting community safety through working with the Safer</li> </ul>	✓		✓

Measures in place	Supports the demonstration of having due regard to...		
	Eliminate discrimination, harassment and victimisation	Advance equality of opportunity between people who share a characteristic and those who do not	Foster good relations between people who share a characteristic and those who do not
Northumberland Partnership			
<ul style="list-style-type: none"> <li>Links with the Regional Faiths Network and local religious and other belief groups in the community</li> </ul>			✓
<ul style="list-style-type: none"> <li>Requirements for organisations providing services on behalf of the Council to adhere to Equality legislation</li> </ul>	✓	✓	✓
<ul style="list-style-type: none"> <li>A programme to review the accessibility and suitability of Council premises is being undertaken.</li> </ul>	✓	✓	

## 6. Understanding our Workforce

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### 6.1 Workforce Strategic Equality Analysis

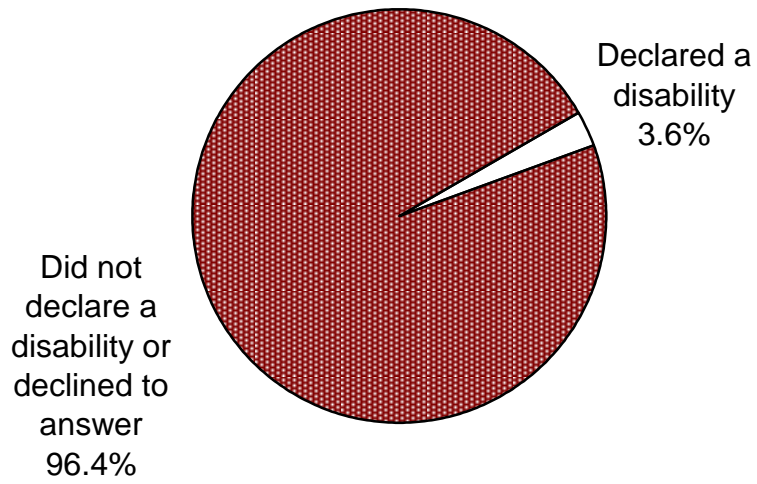
Our detailed strategic equality analysis of our workforce is given in Appendix 1. This includes: information and data on the composition of our workforce in terms of the protected characteristics, pay bands and part time or full time status; our understanding of the key equality impacts for employees from different groups; the things we have in place already to promote equality and demonstrate due regard to our equality duties; and a list of the things we feel we still need to do.

### 6.2 A Summary of our Workforce Equality Profile

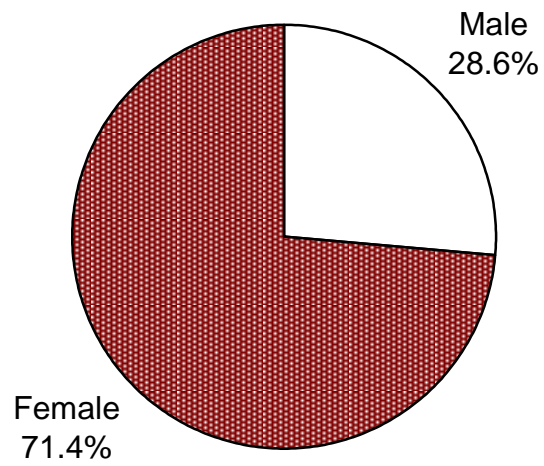
The Council collects a range of equality profile information about our new and current workforce, however, not all employees have chosen to declare certain information about themselves. The Council has increased the rates of declaration and is in the process of inviting all employees to review and refresh their equality information in a confidential and secure way. The diversity of our workforce is still gradually increasing we have recruited more people from ethnic minority groups and different faith groups although the percentages are remain small. This reflects the population profile of Northumberland. We now have a higher percentage of men employed although the majority of council employees are women. The percentage of employees in the 25-44 Age group has declined but all other age groups have increased. The percentage of our workforce that have declared they are LGBT is very low and a low percentage of employees, who made a declaration, have declared a disability. This is likely to be because of under-reporting, and reluctance to make a declaration rather than an absence of disabled employees. 10% of employees who completed a staff survey identified themselves as having a disability. We are putting measures in place to help people feel more confident about completing Equality Monitoring data and to provide more support to LGBT and disabled employees.

The summary information below is derived from those employees who have chosen to declare information – a more detailed analysis of the profile of our workforce is given in Appendix 1.

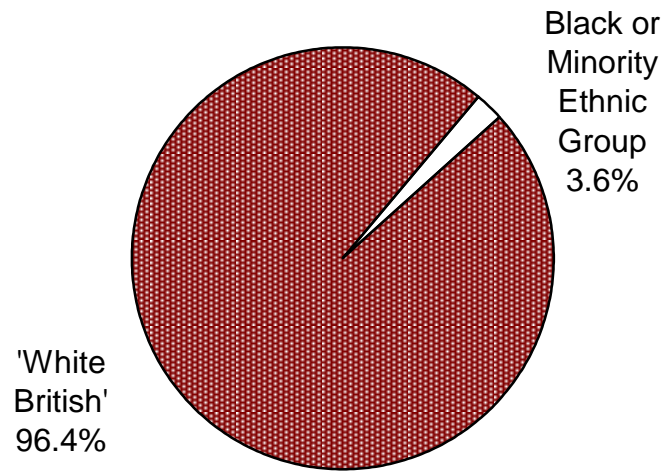
## Disability



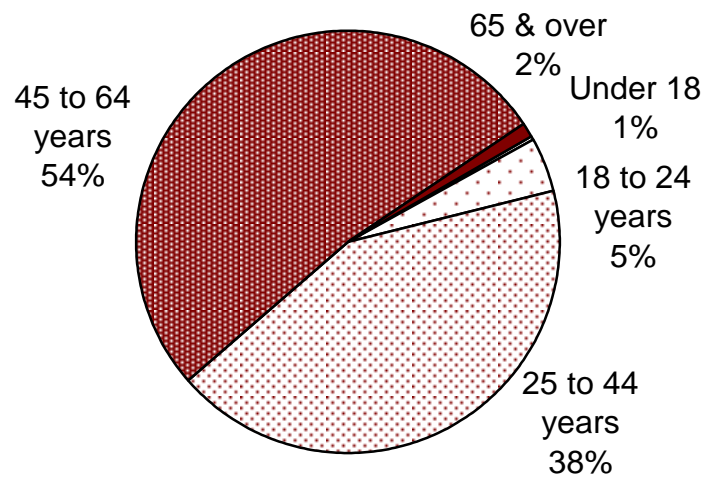
## Gender



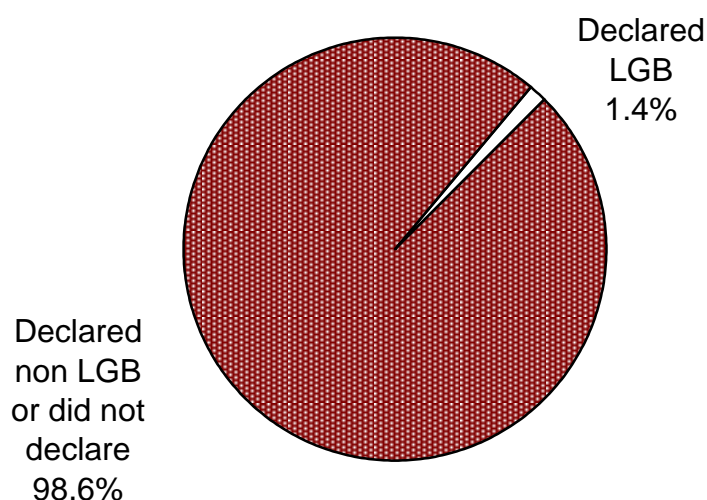
## Ethnicity



## Age



## Sexual Orientation



## Religion / Belief

Religion/Belief of employees who have declared this as compared with the Northumberland Population.

Religion	% of Employees (% based on number of staff who declared a religion)	% Northumberland Population (from Census 2011)
Christian	66.56	68.60
No Religion	24.61	23.90
Other	1.80	0.30
Buddhist	0.23	0.20
Muslim	0.27	0.30
Hindu	0.04	0.10
Sikh	0.15	0.20
Jewish	0	0.10
Prefer not to say	6.33	6.40

## 6.3 A Summary of the Key Workforce Equality Issues

We know that employees with certain protected equality characteristics are sometimes more likely to face discrimination, prejudice and barriers in the workplace. Although the Council has a range of measures in place to try and address this, it is important that we use the quantitative and qualitative data we have to understand what the potential impacts on different groups of employees may be – both positive and negative impacts. Our analysis in Appendix 1 provides more detail about what these impacts may be, however, some of the key potential impacts we have considered are listed below. This is followed by a summary of some of the things the Council has in place to address these issues (in section 6.4).

### Accessibility of Recruitment and Selection

- Operation of the Guaranteed Interview Scheme aims to improve access to employment opportunities within the Council for disabled people.
- Job applicants with certain disabilities may require adjustments to be made to the application and recruitment process, or may find using online recruitment systems more difficult. Alternative formats for application forms will be made available for people who need them.
- If job descriptions and person specifications concentrate more on process than output, they may inadvertently discriminate against some disabled people. Guidance has been issued to recruiters to address this issue
- The provision of reasonable adjustments means that appointed disabled employees are able to get the support they need to effectively carry out their role.
- Job applicants educated outside of the UK, or older applicants may not have commonly recognised qualifications and unless job adverts are worded correctly to ensure equivalent qualifications are accepted, the advert may act as a barrier to people applying for jobs.

### Policies and Procedures

- The HR policies that the Council has in place should ensure all employees of all protected characteristics are treated fairly and consistently across all Council Groups.
- The changes to the Retirement Regulations may mean that older employees and managers may need further information and guidance from the organisation around the implications of this.
- During recent rounds of voluntary redundancy, older people are more likely to take up this option although it is offered to people of all ages.
- Confidentiality around someone's transgender status is important. Whether someone wishes other people to know about their status may change over time, particularly if



the person is in transition. A policy to support people through the transition process is in place.

- During maternity leave, pregnant women need to be kept up to date and informed about any key work developments that may impact on them.

### **Attitudes and Prejudice**

- Some disabled employees may face prejudice or negative attitudes from others around their perceived ability to perform their jobs which will impact on their experience at work.
- There is evidence to suggest that LGB employees who feel comfortable about being out at work about their sexual orientation, perform better at work and have a better work experience.
- Homophobic attitudes can negatively impact on the health and wellbeing of LGB employees and also impact on business productivity.
- Employees of any age can be subject to ageist prejudice from others, however younger and older employees are more likely to be affected.
- Gender Reassignment can have major implications for mental health, with trans people more likely to experience depression and attempt suicide.

### **Physical Access**

Physical barriers to accessing some of the Council buildings may negatively impact on disabled employees with mobility or sensory impairment, and therefore consideration to things like referral to Access to Work, and offering Personal Emergency Evacuation Plans (PEEP) may need to be considered.

### **Flexible Working**

- For carers and some disabled people, the flexible working arrangements enable them to maintain their work/life balance more easily.
- Research suggests that women are more likely to have caring responsibilities outside of their employment, and this does potentially have an impact on their employment needs.
- Women are more likely to require part time work, therefore greater consideration may need to be given to advertising jobs in more flexible ways (e.g. job share opportunities) so they are not disadvantaged. Providing more opportunities at different levels of the organisation also gives men the flexibility to work different patterns. Applications for flexible working are given equal consideration regardless of gender.

- People with particular religions or beliefs may wish to take time out during the day for religious observance or have particular requirements to take leave around particular religious festivals or events (e.g. Easter, Eid etc.).

### **Changing Needs**

- There are some physically demanding jobs within the Council which, for some people, may become more difficult to manage as they get older or acquire a disability.
- Disability increases significantly with age and this may have implications on the support required at work.
- New ways of working are being introduced to enable staff to work more flexibly and efficiently and staff have been engaged in the process of introducing these changes

### **Practical Considerations**

- Employees with certain beliefs may have particular requirements around food preparation and storage.
- Employees with certain beliefs may have objections to carrying out certain tasks (e.g. handling alcohol, carrying out civil ceremonies etc.) which may need to be managed by the organisation.
- Employees working in certain roles (e.g. catering staff) may have particular training needs around the preparation and handling of food for people of different religions and beliefs.
- Women with young children who have returned to work who are still breastfeeding may have particular requirements around milk expression and storage.

## 6.4 Promoting Equality in the Workplace

The Council has a range of things in place to help eliminate unlawful discrimination, promote equality and to foster good relations in the workplace. Some of these things are generic and impact on all employee groups, whereas others are more targeted at employees sharing particular protected characteristics. Table 10 below gives a summary of the measures we currently have in place (for more detail on the employee groups these may specifically impact on, [Appendix 1](#)).

**Table 10** Summary of the Employment / Workforce Measures the Council has in Place

Measures in place	Supports the demonstration of having due regard to...		
	Eliminate discrimination, harassment and victimisation	Advance equality of opportunity between people who share a characteristic and those who do not	Foster good relations between people who share a characteristic and those who do not
<ul style="list-style-type: none"> <li>• A commitment to operating to the 'Disability Confident scheme to employ, maintain and develop the abilities of disabled employees</li> </ul>	✓	✓	
<ul style="list-style-type: none"> <li>• A range of clear policies around supporting disabled employees and carers at work</li> </ul>	✓	✓	
<ul style="list-style-type: none"> <li>• Arrangements to make reasonable adjustments in the workplace</li> </ul>	✓	✓	
<ul style="list-style-type: none"> <li>• Arrangement with the Supported Employment and Education Service to provide specific work opportunities in the Council for people with a learning disability</li> </ul>		✓	✓

Measures in place	Supports the demonstration of having due regard to...		
	Eliminate discrimination, harassment and victimisation	Advance equality of opportunity between people who share a characteristic and those who do not	Foster good relations between people who share a characteristic and those who do not
<ul style="list-style-type: none"> <li>An Occupational Health Referral system to support employees to return or maintain employment</li> </ul>	✓	✓	✓
<ul style="list-style-type: none"> <li>Equality training for managers and employees to help them understand their responsibilities and to ensure that Council policies and procedures are applied consistently. This makes explicit reference to all of the protected characteristics and the Council's duties</li> </ul>	✓	✓	✓
<ul style="list-style-type: none"> <li>Appraisal training for appraisers and appraisees</li> </ul>	✓		
<ul style="list-style-type: none"> <li>An Equality Monitoring Process for new and existing employees to help improve the Council's understanding of any equality impacts on employees</li> </ul>	✓		
<ul style="list-style-type: none"> <li>A staff equality survey highlighting areas of good practice and those in need of improvement as perceived by employees themselves</li> </ul>		✓	✓
<ul style="list-style-type: none"> <li>A range of maternity, paternity and other family friendly policies to promote work life balance</li> </ul>	✓	✓	

Measures in place	Supports the demonstration of having due regard to...		
	Eliminate discrimination, harassment and victimisation	Advance equality of opportunity between people who share a characteristic and those who do not	Foster good relations between people who share a characteristic and those who do not
<ul style="list-style-type: none"> <li>• Domestic violence policy to support both men and women in violent relationships</li> </ul>	✓		
<ul style="list-style-type: none"> <li>• HR policies to assist in ion claims</li> </ul>	✓		
<ul style="list-style-type: none"> <li>• An equal pay policy outlining how the Council's pay and reward policies are determined and applied across the Council</li> </ul>	✓		
<ul style="list-style-type: none"> <li>• The Council has established a joint Lesbian, Gay, Bisexual and Transgender (LGBT) staff network group with Northumbria Healthcare NHS Foundation Trust to help work towards improving workplace experience for LGB people</li> </ul>	✓	✓	✓
<ul style="list-style-type: none"> <li>• An LGBT Champion who acts as a source of advice and guidance for employees</li> </ul>	✓	✓	✓
<ul style="list-style-type: none"> <li>• The Council took part in the Stonewall workplace equality index for the first time in 2011. In the 2016 survey the Council was ranked 25th in the index of the Top 100 employers and 3rd within local government employers. The Council is continuing to work with Stonewall through the Stonewall Education Champions programme</li> </ul>	✓	✓	✓

Measures in place	Supports the demonstration of having due regard to...		
	Eliminate discrimination, harassment and victimisation	Advance equality of opportunity between people who share a characteristic and those who do not	Foster good relations between people who share a characteristic and those who do not
to identify areas for improvement in partnership with schools..			
<ul style="list-style-type: none"> <li>The Council has a 'Coming out at work' guide to support LGB employees and a Manager's Guide to support LGB employees</li> </ul>		✓	✓
<ul style="list-style-type: none"> <li>The Council and Northumbria Healthcare NHS Foundation Trust hosted a joint stall at the Northern Pride event in 2015 to raise the profile of the organisations and to demonstrate their commitment to LGBT equality</li> </ul>		✓	✓
<ul style="list-style-type: none"> <li>The Council is taking a leading role promoting the "Ageing Well in Northumberland" programme which will have positive impacts for employees as well as older people within the community</li> </ul>		✓	✓
<ul style="list-style-type: none"> <li>Apprenticeship scheme targeted at young people</li> </ul>		✓	

## Glossary of Terms

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Here is a guide to some of the commonly used terms that are used in relation to equality and diversity, many of which have been used in this publication.

Term	What it means
Access	The extent to which people are able to receive the information, services or care they need and are not discouraged from seeking help (e.g. premises suitable for wheelchairs; information in Braille/large print and other formats and languages; and the provision of culturally appropriate services).
Ageism	Discrimination against people based on assumptions and stereotypes about age.
Black and Minority Ethnic (BME)	Term currently used to describe range of minority ethnic communities and groups in the UK – can be used to mean the main Black and Asian and Mixed racial minority communities or it can be used to include all minority communities, including white minority communities, such as people of Irish background. In this document BME includes all people who do not identify themselves as 'White British'.
Champion	Someone who is appointed to stand up for the interests of a particular user group or issue (e.g. Equality and Diversity). A champion can be a senior staff member in health or social services; a Councillor; or a representative of the group concerned, e.g. older people.
Commissioning	The process of specifying, purchasing and monitoring services to meet the needs of the local population.
Direct Discrimination	Treating one person less favourably than another on the grounds of one of the protected characteristics.

Term	What it means
Disability	<p>The Equality Act 2010 defines disability as:</p> <p>“a mental or physical impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.”</p>
Discrimination	<p>Unfair treatment based on prejudice. In health and social care, discrimination may relate to a conscious decision to treat a person or group differently and to deny them access to relevant treatment or care.</p>
Discrimination by association	<p>This is discrimination against someone because they associate with another person who possesses a protected characteristic.</p>
Discrimination by perception	<p>Discrimination against someone because they <i>appear</i> to possess a particular protected characteristic (even if, in fact, they do not).</p>
Diversity	<p>Appreciating diversity goes beyond the mere recognition that everyone is different; it is about valuing and celebrating difference and recognising that everyone through their unique mixture of skills, experience and talent has their own valuable contribution to make.</p>
Equality	<p>Equality is about making sure people are treated fairly and given fair chances. Equality is not about treating everyone in the same way, but it recognises that their needs are met in different ways.</p>
Equality Impact Assessment	<p>The Council’s Equality Impact Assessment (EIA) process is a way of systematically assessing the effects that a proposed decision is likely to have on different groups, and the potential for modifying the decision so as to increase its positive and reduce its negative impacts on equality.</p>
Ethnicity	<p>A sense of cultural and historical identity based on belonging by birth to a distinctive cultural group.</p>



Term	What it means
Harassment	Behaviour which is unwelcome or unacceptable and which results in the creation of a stressful or intimidating environment for the victim amounts to harassment. It can consist of verbal abuse, racist jokes, insensitive comments, leering, physical contact, unwanted sexual advances, ridicule or isolation.
Homophobia	An irrational fear of, aversion to, or discrimination against people who are gay and homosexuality.
Indirect Discrimination	Setting rules or conditions that apply to all, but which make it difficult for a protected characteristic group to comply with.
Institutional Racism	Occurs when the systems and procedures in an organisation discriminate against a person – or a group of people – on the basis of race.
Interpreting	The conversion of one spoken language or sign language into another, enabling communication between people who do not share a common language.
LGBT	Lesbian, Gay, Bisexual and Transgender
Multicultural	Of, or relating to many cultures; including people who have many different customs and beliefs. For example, Britain is increasingly a multicultural society.
National Origin	Relates to the country where someone was born, regardless of where they are now living and their current citizenship.
Perception discrimination	This is direct discrimination against an individual because others think they possess a particular protected characteristic. It applies even if the person does not actually possess that characteristic.

Term	What it means
Positive Action	<p>Activity intended to improve the representation in a workforce where monitoring has shown a particular group to be under-represented, either in proportion to the profile of the total workforce or of the local population. Positive action allows a person to:</p> <ul style="list-style-type: none"> <li>- provide facilities to meet the special needs of people from particular groups in relation to their training, education or welfare, and</li> <li>- target job training at people from groups that are under-represented in a particular area of work, or encourage them to apply for such work. Positive action is not the same as positive discrimination.</li> </ul>
Positive Discrimination	<p>Selecting someone for a job / promotion / training / transfer etc purely on the basis of their race, disability, gender, age, religion or belief, or sexual orientation, and not on their ability to do the job. Positive discrimination is against the law.</p>
PREVENT	<p>The national Prevent strategy seeks to stop people becoming terrorists or supporting terrorism. It is the preventative strand of the government's counter-terrorism strategy.</p>
Protected Characteristic	<p>Age, Disability, Gender, Race, Religion/Belief, Sexual Orientation, Gender reassignment, Pregnancy and maternity, and Marriage and civil partnership are all protected characteristics. This means it is against the law to discriminate against someone who has a one of these characteristics.</p>
Race	<p>A human population considered distinct based on physical characteristics such as skin colour. This term is often interchanged with ethnicity. Ethnicity is a term which represents social groups with a shared history, sense of identity, geography and cultural roots which may occur despite racial difference.</p>

Term	What it means
Racial Group	A group of people defined by race, colour, nationality and ethnic or national origins. All racial groups are protected from unlawful racial discrimination.
Racism	Belief (conscious or unconscious) in the superiority of a particular race, leading to acts of discrimination and unequal treatment based on an individual's skin colour or ethnic origin or identity.
Sexual Orientation	<p>Within the sexual orientation regulations, sexual orientation is defined as:</p> <ul style="list-style-type: none"> <li>- An orientation towards persons of the same sex (lesbians and gay men)</li> <li>- An orientation towards persons of the opposite sex (heterosexual)</li> <li>- An orientation towards persons of the same sex and opposite sex (bisexual)</li> </ul>
Social inclusion	The position from where someone can access and benefit from the full range of opportunities available to members of society. It aims to remove barriers (social exclusion) for people or for areas that experience a combination of linked problems, such as unemployment, poor skills, low incomes, poor housing, high crime environments, poor health and family breakdown.
Social Model of disability	A model created and endorsed by disabled people internationally, this reverses common assumptions about the nature of disability, suggesting that disability is not caused by an individual's physical or mental conditions, but by the social arrangements which impose barriers (physical, organisational and attitudinal) that prevent people from being able to participate in society. A social model approach aims to remove barriers so that disabled people have the same opportunity as everyone else to determine their own life styles.

Term	What it means
Stereotypes	Generalisations concerning perceived characteristics of all members of a group – rather than treating people as individuals.
Third Party Harassment	Third party harassment means harassment caused by a person or group of people who work outside the control of the employer, such as contractors, clients, customers, vendors and suppliers, or some other party which makes frequent visits in the place of business.
Transsexual / Transgender People	Transgender, transsexual or trans person describes a person who appears as, wishes to be considered as, or has undergone or is undergoing surgery to become a member of the opposite sex.
Victimisation	Treating people less favourably because they have made a complaint or intend to make a complaint about discrimination or harassment.
Workforce Profile	What our workforce looks like. Make up of the people who work for an organisation. Analysing the workforce profile allows us to see how many people from different groups work for the organisation. It also allows us to see what kind of jobs people do, how much they are paid and at what grades to see if there are any patterns.