

# Equality Information 2017



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## Background

### Hartlepool Population

Hartlepool is compact and densely populated. The 2015 mid-year population estimate from the Office of National Statistics (ONS) estimated the population of Hartlepool to be 92,500.

The Tees Valley Combined Authority has compiled a number of Population Reports based on the ONS 2011 Census results for the Local Authorities of the Tees Valley. These reports, including data for Hartlepool, are available on the [Tees Valley Combined Authority website](#). There are also links from there to the ONS statistical bulletins and accompanying data.

The ONS 2011 Census results for Hartlepool identified that:

- 2.4% of the population classified themselves as non-white;
- 0.7% of the population identified that no people in their household had English as their first language;
- 0.2% of the population identified that they were in a Civil Partnership;
- 18.2% of working age adults identified that they had a Limiting Long Term Illness;
- 23.2% of the population identified that they had a Limiting Long Term Illness.

A detailed breakdown of nationalities from the Electoral Register is also available from the list of Population downloads on the [Tees Valley Combined Authority website](#). The report is called "[Nationalities in the Tees Valley \(Feb 2015\)](#)". In December 2014 there were 40 different nationalities (including UK) in Hartlepool based on information provided through the Electoral Register. However, this only equated to 0.9% of non-UK electors.

## Hartlepool Borough Council

Hartlepool Borough Council became a unitary authority in 1996. It is the smallest of the five unitary authorities in the Tees Valley sub-region and it is the second smallest unitary council in England. The Council has 33 elected members representing 11 wards and operates a Committee based system of governance with 5 Policy Committees – Finance & Policy, Children’s Services, Adult Services, Regeneration Services and Neighbourhood Services.

The Council comprises of 4 Departments – Finance & Policy, Child & Adult Services, Regeneration & Neighbourhood Services and Public Health which are supported by the Chief Solicitor’s Division. Workforce profile information is published each year alongside this report on the Council’s website. The latest version reflects the period 1<sup>st</sup> April 2015 to 31<sup>st</sup> March 2016.

As a Council, we are committed to challenging discrimination and promoting equality of opportunity in all aspects of our work. Our policies outline our commitment as an employer, as a service provider, and as a community leader, with elected members undertaking Equality & Diversity training. Our approach to equality and diversity is to focus on people who access our services by looking at their whole identity and recognising and valuing that each individual resident, visitor, partner, service provider, service user and employee is unique. The Council is committed to promoting a community and organisational culture that fully respects and values everyone’s differences and needs.

In July 2016 Council unanimously agreed a ‘statement of unity’ following the posting of offensive posters and other material around Hartlepool:

“All political parties actively promote the Council’s collective view that we firmly believe in Inclusion and Diversity. We therefore stand united against Racism and Xenophobia in all forms. We shall work for the good of all people in the Borough regardless of race, ethnicity, sex, language, disability, national origin, religion, sexual orientation or age”.

The Council has a corporate Equality & Diversity Group with representatives from each department. This Group works to provide the support and leadership required to deliver success against our equality objectives.

Our officers are required, as part of the decision making process, to consciously consider the 3 aims of the Equality Duty when reviewing or implementing a change in service. In order to assist our officers to do this we have an agreed impact assessment process in place which enables them to document the evidence that they have used in making those decisions. Completing this assessment process helps them to demonstrate compliance with the Equality Duty. All proposals for service changes are included within the [Council's Forward Plan](#) prior to decisions being taken and there is a section within each report to Committee/Council to enable officers to demonstrate how equality and diversity implications have been considered in the proposals being brought forward.

In addition Service Reviews consider the impact to protected groups when introducing changes to Public Health service delivery whether that be provision of new services or decommissioning existing ones. Procurement and commissioning activities also require consideration of equality and diversity impact statements as a matter of routine.

As a Council we take all complaints seriously and they are responded to following the Council's agreed Corporate Complaints, Comments and Compliments Procedure. The outcome of complaint investigations and lessons learned from complaints are actioned and monitored. Any complaints relating to equality characteristics are reviewed by the Equality & Diversity Group.

We are also keen to understand the views of our local community and to involve them in shaping our services. In order to connect with our local community we use a variety of consultation methods including surveys that are interviewer-led, online, postal and telephone as well as discussion or focus groups. The people we consult vary from the general population of Hartlepool to different age groups, residents of particular areas, service users, interest groups, Council staff and partner organisations. The Council has established an online panel where individuals can register their email address and receive notifications of consultations that the Council is undertaking.

We recognise that some people may have difficulties accessing traditional consultations and we endeavour to be as open and inclusive as possible. Where individuals face barriers to being involved we are keen to work with them to identify alternative methods for engagement or provide additional support to enable them to be involved e.g. sign language interpreters for roundtable discussion events.

The information collected through consultation helps to inform the Council when it is thinking about things like changing services, checking on how well services are performing and deciding what should be the Council's priorities in the future. People can access consultations through the Council's [website](#).

## Access to Services

As a Council we are keen to ensure that we are accessible to the population that we serve. The following section demonstrates how we are working to ensure we are accessible across four key areas:

1. Access to Council services and support
2. Access to Council information
3. Access to Council transport
4. Access to Council buildings, land, sites and other facilities

### 1. Access to Council services and support

We aim to promote accessible services and to provide information in alternative languages or formats on request. We are able to provide translation services to assist in the access of our services when requested and information can also be provided in other formats as requested. We are working to the NHS Accessible Information Standard focusing on those individuals who we support through Social Care with the aim of ensuring that individuals will only have to tell us their communication preferences once.

#### Customer Services

The Customer Services Section, incorporating the Registration Service, has introduced a programme of training and development aimed at removing communication barriers. The programme is centred on the needs of residents with initial focus on meeting the aims of the Hartlepool Deaf and Hard of Hearing Strategy. The strategy recognises that there are over 14,000 Hartlepool residents with hearing difficulties. The Customer Services team are learning valuable new skills that will empower them to communicate more effectively with our hard of hearing residents and in turn provide effective access to services. Eight members of the team are accredited with British Sign Language Level 1.

During the past 12 months Customer Services have launched a corporate text messaging service as the Deaf community informed us that this is their preferred method of contact with the authority.

The main reception area has been awarded the gold standard for Breastfeeding Awareness due to its welcoming and inclusive approach.

Modifications have been made to the main reception area which includes an IT suite for members of the public to access Council services on-line. Help is on hand from the Customer Services team to assist customers develop their on-line skills as part of the Council's wider approach to tackling social and digital exclusion. These facilities are greatly assisting with the national rollout of Universal Credit as the only method of application is by digital means.

## 2. Access to Council information

We aim to provide information in alternative languages or formats on request. We are able to provide translation services to assist in the access of our services when requested and information can also be provided in alternative formats on request. We are working to the NHS Accessible Information Standard focusing on those individuals who we support through Social Care with the aim of ensuring that individuals will only have to tell us their communication preferences once.

### Website

Our recently re-launched [website](#) provides greater accessibility to Council services. Text size and colour can be altered to suit individual preferences.

The number of web pages has been reduced to help people find the information they need quickly and easily and the site navigation and structure are consistent to make it easy for people to find their way around.

There are a number of other ways the new website is more accessible:

- You can change the text size, font and letter spacing.
- You can choose your colour preferences.
- If you have difficulties using a mouse you can navigate the site using the keyboard using the tab key to jump from link to link (or shift + tab to go backwards).

- The new site also includes a link to the BBC accessibility website for help with making adjustments to your computer to make the most of the web.

We are currently developing a series of educational videos that can be accessed via our website. It is hoped that these visual aids will assist residents who may experience communication difficulties.

### **Children's Hub**

The Children's Hub provides information, advice and guidance on services and support for children, young people and families including:

- Advice on family issues and concerns
- Access to specialist services and support
- Family finance and budgeting
- Benefit and entitlement checks
- Training and employment advice
- Becoming a childminder / childcare provider
- Help with finding and paying for childcare
- 2, 3, 4 year old Free Nursery Entitlement
- Sure Start Children's Centres
- Activities for children and young people

The Children's Hub includes information on the Special Educational Needs and Disabilities (SEND) 'Local Offer'. The intention of Hartlepool's Local Offer is improved choice and transparency to enable families to make informed choices and have greater control over services they wish to access. By setting out a local offer of services for children and young people with special educational needs or who are disabled and their families, this will help them make choices about what is right for them over the services that their family receives, including the use of personal budgets.

The Local Offer gives information to parents of children with Special Educational Needs and disabilities between the ages of 0 – 25 years, in a single place. The local offer has been split into seven Key Stages and also links to the SEND Homepage which provides additional information around



the coordinated assessment process, personal budgets, information & guidance and comments, complaints and compliments procedures.

The Children's Hub Directory and SEND Local Offer can be found at <http://hartlepool.fsd.org.uk/kb5/hartlepool/fsd/home.page>

### **Hartlepool Now**

[www.hartlepoolnow.co.uk](http://www.hartlepoolnow.co.uk) is the comprehensive advice and information service developed in response to the Care Act 2014. The site provides the public with details of services available in their local area, explains adult social care processes and gives information on how to raise safeguarding concerns.

## **3. Access to Council transport**

The Council provides a range of transport services including training and support to aid independent travel. We have also worked to ensure dropped kerbs and low floor bus kerb infrastructure is in place across the town to assist people using wheelchairs. In addition, tactile floor surfaces have been provided in order to provide warning and guidance for visually impaired people where there is no kerb.

The Council operate the national concessionary bus passes scheme which is available to individuals who have reached pensionable age, or those who are Registered Blind or Disabled. This entitles those that qualify to free off-peak travel on all local buses anywhere in England. All passes are issued for four years, expiring on the applicant's birthday, with the exception of temporary disabled passes.

## **4. Access to Council buildings, land, sites and other facilities**

Every effort is made to install appropriate facilities in our premises, to ensure that Council buildings and facilities, including parks and open spaces, are accessible to all in line with Building Regulations and specific requirements regarding access.

This includes where possible:

- the provision of ramps;
- suitable width corridors;
- disabled toilet facilities; and
- in some buildings the provision of a lift.

We recognise that access for people with a disability is not just about wheelchairs, it covers a wide range of disabilities such as:

- sight
- hearing
- walking impairments

## Programmes and projects that benefit people within protected groups

The Council leads and is involved in a range of programmes and projects that benefit individuals within the protected characteristics. Examples of this work are included below:

### **Adult Social Care (Age, disability, gender reassignment, race, religion or belief, gender and sexual orientation).**

The delivery of adult social care reflects the requirements of the Care Act 2014 and places an increasing emphasis on person-centred support and the right of individuals to organise and have control over their own support needs. The department uses the self-directed assessment process to work out how much money an individual who qualifies for adult social care is entitled to. The person is then offered a personal budget.

A personal budget is for the sole purpose of paying for care and support that a person arranges to meet their individual need within a criteria pre-defined by the Care Act 2014. Working with a social worker, an individual develops a support plan which focuses on how the individual wants to live their life and what outcomes they want to achieve. This system of self directed support gives people the freedom to approach a range of different providers - including family and friends - to arrange support that most suits them.

Personal budgets are an excellent way of enabling people from the BME and diverse communities to purchase the support that they know will contribute effectively to the outcomes that will improve their quality of life. Results from the Annual Social Care Survey and bi-annual Carers Survey have continued to reflect people's satisfaction with the services received by Adult Social Care.

### **Looked After Children / Children in Need (Age, Disability, Race, Religion Or Belief, Gender, Sexual Orientation)**

The number of children receiving services from children's services has increased and is attributable to, for example:

- The increased awareness of vulnerable children

- The pressures on families associated with the economic downturn
- Welfare reforms with associated increases in child poverty, and
- More families receiving preventative services

The department has developed a vision that is to support children and their families who are at risk of becoming looked after. The department believes that care should only be provided for those for whom it has been assessed as the best option and all available resources within the family and social network have been explored.

If however, a child or young person becomes 'looked after' this is regarded as a positive choice which is intended to meet the child's assessed needs. Any placements for a child looked after will, where possible and in the child's best interests, enable the child to remain close to home, have continuity of education and health care provision, enable siblings to live together and ensure suitability of accommodation if the child or young person is disabled.

To ensure a range of options are available to meet children's needs, the Local Authority has:

- Increased foster care provision and designed and delivered an annual foster carers training programme.
- Developed and implemented plans to open a children's home in Hartlepool to ensure that children needing residential care can be cared for within their home town.
- Changed provision at Exmoor Grove Children's home to offer permanent and short break care to children with a learning disability and associated challenging behaviours.

The department delivers a wide range of universal, targeted and specialist services to support children to be safely looked after within their families and receive the right services at the right time. The provision of tailored support packages for children are based on a thorough assessment of the needs of the child, the capacity of his/her parent to meet those needs and the family and environmental factors that impact upon the family.

Following the Health and Social Care Act (2001) direct payments have been introduced for children with disabilities. Direct payments have allowed parents and carers to make their own decisions as to how and where care for their child is delivered.

### **Education – The School Improvement Service (Age, Disability, Race, Religion or Belief, Gender)**

The school improvement service aims to support and challenge school practice in order to drive up learner achievement, build capacity and improve sustainability. The service aims to promote a vibrant and inclusive culture that creates a community of independent and proactive learners that helps children and young people develop the skills, dispositions and attitudes to meet the challenges of a rapidly changing world.

### **Education- Single Co-ordinated Assessment – Education, Health and Care Plans – The One Plan (Disability)**

The single co-ordinated assessment replaced the old Statement of Education Need and Hartlepool uses the One Plan to ensure a whole person approach is taken to the assessment and planning for young people with additional needs.

The plan looks at the views, interests and aspirations of the child and ensures that the individual child/young person remains at the heart of the plan. The plan is then used to inform decisions made about the child/young person's education.

### **Education – Hartlepool Information, Advice and Support Service (Disability)**

The Hartlepool Information, Advice and Support Service plays a key role in promoting positive relationships between parents, children and young people, schools, the local authority and others. This is important in enabling children and young people with SEND to achieve their individual potential.

The service provides support to ensure that parents of children and young people with SEND are fully informed and involved in their child's education. Although part of the LA, the services operates independently from the SEND services so offers impartial advice, support and information.

### **Help for people with Mobility Difficulties (Age, Disability)**

We offer assistance to residents who are unable to get their bins to the kerbside on collection day. We collect it from a mutually agreed location, empty it, and then return it to the same location where possible.

Any resident who meets one (or more) of the following criteria automatically qualifies for an assisted collection, providing they live alone or there is no

other person living at the property who is able to present the bins on their behalf:

- Be in receipt of a blue badge
- Be in receipt of a Disability Living Allowance (DLA)
- Be in receipt of a War Pensioners Mobility Supplement
- Be over 80 years of age
- Have been certified as having a permanent and substantial disability which causes inability, or very considerable difficulty, in walking and have received a lump sum benefit from the Armed Forces and Reserve Forces Compensation Scheme within tariffs 1-8
- Be registered blind
- Be in receipt of palliative care

If someone does not qualify they may still be eligible as we deal with each application sympathetically on a case-by-case basis. A member of the Waste Team staff will conduct a home visit to discuss the application.

To find out more about the assisted waste collection service or to apply for an assisted collection please contact Customer Services on 01429 523331.

### **Apprenticeships (Age)**

In addition to the Councils Apprenticeship programme, which offers apprenticeships across a wide range of skills and trades, the Council extended the programme to offer additional apprenticeship opportunities restricted to young people leaving care.

This has resulted in a number of young care leavers taking up Apprenticeships in roles such as Business Administration, Joinery, Painting and Decorating and Customer Service. Offering opportunities specifically for care leavers is a very positive step forward in respect of the Council fulfilling their corporate parent responsibilities.

### **Tees-wide Safe Places Scheme (Disability)**

Hartlepool Council and the Tees Valley Authorities are committed to encouraging access to facilities in their communities via all transport options, with particular attention being paid to vulnerable members of society.



Tees-wide Safe Places is a scheme operating across the Tees Valley providing a safe place to anyone feeling unsafe or who may have experienced

an incident during their journey. Where the symbol above is displayed, they will be able to receive support and help.

Tees-wide Safe Places provides:

- Somewhere safe and friendly
- Staff to understand and give reassurance
- Staff to listen and provide help and advice
- Somewhere to make a phone call
- Information e.g. bus timetables, bus numbers, directions or any information required by the individual

For further information on the Safe Places in Hartlepool or around the Tees Valley contact Passenger Transport Services on 01429 523695 or you can access via the [Police and Crime Commissioners website](#).

### **Sport and Recreation Service – ‘Get Active, Stay Active, Feel Good in Hartlepool’ (Age, gender, disability)**

The Service includes Mill House Leisure Centre, Headland Sports Hall and Borough Hall, Brierton Sports Centre, Summerhill Outdoor Activity Centre and Country Park, Carlton Outdoor Education Centre, Grayfields Recreation Ground, the Sport and Physical Activity Team, Outdoor Activity Team, Learn to Swim Service, Outreach work at Summerhill and the Exercise on Referral service.

The Service holds inclusive accreditations including Sport England and the English Federation of Disability Sport’s ‘Count Me In’; Inclusive Fitness Initiative site accreditation for our leisure centres as well as Quest Quality assurance across all the main leisure sites, Gold Breastfeeding Awards, Green Flag at Summerhill and Learning Outside the Classroom at both Carlton and for the Outdoor Activities Team.

The service is fully inclusive and continues to work with all service users and to also promote the service to new users who are often non participants in sport, recreation and physical activity. We have an excellent track record of attracting external partnership funding for new participation opportunities which would not be forthcoming if we did not provide inclusive services.

We consult widely and there are many opportunities within the service for individuals and groups to get involved and to voice their views regarding the

offer the service has. The Service also coordinates the Disability Sport Steering Group and works with all key partners within this sector to ensure information is communicated and service users needs are met.

### **Public Health – Health Improvement (Age, gender, disability, race)**

The very essence of health improvement work is to ensure that services are available to all, whilst being aware of the health inequalities in Hartlepool where targeted work for specific groups, geographical areas and settings is necessary.

- All service specifications are written to ensure that potential providers deliver an equitable service.
- A very wide range of health promotion resources and information links are available on topics covering all life stages from pre-conception to end of life. This includes information on mental health, learning disabilities and sexual orientation. Some resources are available in other languages.

### **Public Protection – Trading Standards (Age, Disability)**

The Trading Standards Service is committed to protecting elderly and vulnerable residents from the unscrupulous actions of rogue traders and those that cause annoyance and distress through constant unsolicited ‘prize winning’ letters and nuisance phone calls .

Trading Standards officers work with community groups to empower residents to say ‘no’ to doorstep callers; bank staff so that they can recognise vulnerable customers who are withdrawing large amounts of cash and who may be being conned; other enforcement agencies so that perpetrators can be swiftly brought to justice; and social workers so that victims can receive the appropriate care and support they need.

Similarly, electronic call blocking devices are being made available to those who are suffering most from nuisance phone calls and Trading Standards officers are working with the ‘National Scams Hub’ to identify and protect those who have been targeted by postal scammers.

### **Substance Misuse (Age, Disability, Race, Religion or Belief, Gender, Sexual Orientation)**

Our substance misuse service offers fair and equitable support to families affected by substance misuse. We offer a range of recovery based treatment options to people suffering from substance misuse issues and also provide support to families, significant others and carers affected by drug and alcohol problems.

### **Cultural Services (Age, gender, disability)**

Staff from the museum service have delivered a range of training programmes and activities to increase attendance at the museum.

The libraries deliver the BBC 'First Click' Campaign for older people and offer a number of opportunities for people to take part in reading groups.

The culture and information section with youth services have been working on a number of projects to involve young people in cultural activities.

The Town Hall Theatre has Relax theatre and cinema events for families with autistic children.

The Town Hall Theatre is registered with 'Attitude is Everything' which advises on best practice for venues and festivals to improve deaf people's access to live music.

### **Community Cohesion (Age, Disability, Race, Religion or Belief, Gender, Sexual Orientation)**

A new Community Engagement and Cohesion Strategy will be developed during the forthcoming year which will provide a more structured and co-ordinated approach to tackling community cohesion and basic quality of life issues. This will address how we engage with vulnerable communities and increase access to services.

In collaboration with other agencies such as Cleveland Police the strategy with revised delivery models will strengthen the Council's approach to addressing equality and diversity issues across the neighbourhoods of Hartlepool.

### **Community Safety & Engagement – Hate Crime (Age, Disability, Race, Religion or Belief, Gender, Sexual Orientation)**

In the past year the Community Safety and Engagement Team have supported a range of Voluntary and Community Groups who work with individuals from the protected characteristic groups. This includes the Refugee & Asylum Seeker Group, the Salaam Centre and Hart Gables. The Team also supports the delivery of diversity events, with the most recent event held in November 2016. This event celebrated diversity in Hartlepool and offered local residents an insight into other cultures.

There are ten 3<sup>rd</sup> Party Reporting Centres available within Hartlepool. These centres enable people to report a hate crime or incident to an agency other



than the police as we know some people can feel unhappy about having to approach the police in these circumstances. The 3<sup>rd</sup> Party Reporting Centres in Hartlepool are:

- Hartlepool Borough Council (Civic Centre or 24 hour through the Community Monitoring Centre)
- Hartlepool Blind Welfare Association
- Central Library
- Centre for Independent Living
- Citizens Advice Bureau
- Hart Gables
- Owton Manor Library
- Salaam Centre
- Seaton Library
- West View Advice & Resource Centre

## Update on the Council's Equality Objectives 2016 - 2017

Since our first equality objectives were published in April 2012 we have based them on the relevant outcomes and actions from the Council Plan. By doing this we aim to demonstrate that equality and diversity is a core part of what we do as an organisation and not an add on activity. The Council's equality objectives from April 2016 are set out below along with a note on the progress made against them at the end of the 3<sup>rd</sup> quarter, 31<sup>st</sup> December 2016:

Theme	Outcome	Objective	Update
Jobs & the Economy	Hartlepool has increased employment and skills levels with a competitive workforce that meets the demands of employers and the economy	Deliver a range of skills / employability programmes including the Youth Employment Initiative (YEI)	Completed – contract signed off with 1,300 clients registered.
	Reduction in the prevalence of family and child poverty	Review Child Poverty Strategy – carry out consultation with partners and rewrite Child and Family Poverty Strategy	Completed – new Child & Family Poverty Strategy agreed by Council 15 <sup>th</sup> December 2016.
		Implement strategies to tackle food poverty including Free School Meals take up initiatives and holiday hunger pilot initiative	Completed – Holiday Hunger scheme completed and evaluation undertaken. Local Council Tax Support scheme maintained at 12% to support low income households.

Theme	Outcome	Objective	Update
Lifelong learning & Skills	To promote opportunities for all children and young people to reach their full potential by accessing good quality teaching and curriculum provision which fully meets their needs and enables them to participate in and enjoy their learning	Support primary and secondary schools to close the gap in achievement between learners from low income families and children in care ('disadvantaged pupils') and all other children and young people nationally	Ongoing - Schools have attended the practice exchange events organised through Transforming Tees and have begun to adjust classroom practice and strategic thinking (in the deployment of funding for example). School Improvement team are working with particularly vulnerable schools directly and through Officer Groups.
	Provision of high quality community learning and skills opportunities that widen participation	Carry out targeted development work with disadvantaged groups to increase participation in learning	Ongoing - We continue to work closely with local community partners and held a Community Partner Engagement event in December 2016 to celebrate and encourage further successful partnership work. We also have a community engagement volunteer in place who is working closely with these community groups to increase participation into learning.
		Develop programmes to increase the participation of learners with mental health needs	Ongoing - There are 53 learners currently engaged on the mental health pilot. Further programmes are planned in order to reach our target of 176 by July 2017
Health & Wellbeing	Health Protection: the populations health is protected from major incidents and other threats whilst reducing inequalities	Ensure the uptake of childhood vaccinations	Ongoing - The childhood flu vaccination programme is currently underway in Hartlepool, the programme will cease in January 2017.
		Ensure the delivery of school based childhood flu programme	

Theme	Outcome	Objective	Update
		Roll out no cold call zones, undertake work on doorstep selling & scams	Ongoing - 28 No Cold Call Zone's are now in place in the town with one more pending.
	Every child has the best start in life	Redesign Early Help and social care services in line with Better Childhood Programme	Ongoing – Integrated localities in place and planning for Phase 2 underway.
		Develop SEND strategy to ensure effective support is given to children with additional needs	Ongoing – Planning event with health partners planned for January.
	Children and young people are safe and protected from harm	Implement the Better Childhood Programme	Ongoing – Integrated localities in place and planning for Phase 2 underway.
		Implement VEMT (Vulnerable, Exploited, Missing and Trafficked) plan	Ongoing – Implementation of plan ongoing through multi-agency group.
	Vulnerable adults are supported and safeguarded and people are able to maintain maximum independence while exercising choice and control about how their outcomes are achieved	Implement the actions identified in the Mental Health Local Implementation Plan and work with partners through the Mental Health Forum to improve outcomes for people with mental health needs	Ongoing – Update report due to Adult Services Committee in February 2017. To celebrate World Mental health day, an event was held and attended by 200 people who helped to celebrate the work of providers in the Town.

Theme	Outcome	Objective	Update
		<p>Improve pathways and services to meet the needs of individuals with dementia and their families / carers</p>	<p>Ongoing - Work with Dementia Collaborative and Dementia Advisory Service continues. Family Leadership course held involving those living with dementia and their carers. A number of actions regarding post diagnosis information, ongoing support and creation of expert carer groups and particular support for male carers identified.</p>
		<p>Ensure that people with learning disabilities receive good quality, outcome focused care and support, including those included within the Transforming Care Fast Track work</p>	<p>Ongoing - The Tees integrated commissioning group has developed a market position statement which incorporates the principles of transforming care. Hartlepool continues to support the return of people to the area from out of area hospital provision.</p>
		<p>Carry out joint working between Public Protection and Adult Safeguarding to help protect elderly and vulnerable people from rogue traders and scams</p>	<p>Ongoing - Joint working includes working with banks to report when vulnerable people are being 'taken to the bank' to withdraw cash and the introduction of a simpler welfare notice bank staff can use; the purchasing of covert surveillance cameras to reassure and monitor victims homes; scam and doorstep crime training for carers; introducing "no cold calling" zone. Information on the Hartlepool Now web site to advise on various support mechanisms in place.</p>

Theme	Outcome	Objective	Update
		Complete the development of a new independent living centre that improves outcomes for adults with a disability and / or long term condition	Ongoing - Scheme nearing completion with services beginning to move to the new building in late January for official opening expected in late February.
Community Safety	Hartlepool has reduced crime and repeat victimisation	Undertake a needs analysis to inform the development of the Safer Hartlepool Partnership Domestic Violence & Abuse Strategy and re-commissioning of the Councils specialist domestic violence service.	Completed - Needs assessment completed and used to inform the development of the SHP Domestic Abuse Strategy 2016-2019 which will be presented to the Safer Hartlepool Partnership on 20th January for approval. Also, the needs assessment has informed development of the service specification for the new specialist domestic abuse support service that will be in place from 1st April 2017.
		Undertake a full assessment of the community safety issues and priorities in Hartlepool to inform development of the Community Safety Strategy 2017 - 2020	Ongoing – findings from the strategic needs assessment expected to be considered by the Safer Hartlepool Partnership in March.
Housing	Hartlepool has an improved and more balanced housing offer that meets the needs of residents and is of high quality design	Consider any development opportunities through 2015-18 National Affordable Homes Programme (NAHP) allocation and other funding opportunities to expand the Council's housing stock.	Ongoing - Discussions with the Homes and Communities Agency are underway and any opportunities to apply for further grant for the delivery of new build houses will be explored. Work is underway to identify potential sites. The Council has 238 properties of which 15 are currently being renovated.

Theme	Outcome	Objective	Update
Culture & Leisure	Local people have access to library services which enrich people's lives	Engage with children and young adults to support their learning & literacy needs, through a programme of activities and events	Ongoing – children's activity programme continues to develop with the introduction of an additional weekly Parent & Toddler group at the Central Library. The summer activities programme included a range of educational and craft activities. In addition to weekly story & rhyme sessions the Service promoted reading throughout the summer holidays through the 'Big Friendly Read' Summer Reading Challenge.
Organisational Development	Deliver effective customer focused services, meeting the needs of diverse groups and maintaining customer satisfaction	Identify and implement a programme of change to increase digital availability and take up of services	Ongoing – New Customer Relationship Management (CRM) solution identified. Digital transformation plan to be developed and service rollout will be supported by a communications strategy
	Deliver effective Member and Workforce arrangements, maximising the efficiency of the Council's democratic function	Consider and implement the Gender Pay Gap regulations once published by the Government	Ongoing – Government response to consultation published December 2016. Awaiting publication of final regulations but work underway to prepare for publication as required in 2018.

**For further information about the  
Equality Information 2017  
please contact Catherine Grimwood**

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