

Appendix 2: Corporate Equality Objectives 2023-25 and outcomes

Current objectives	Proposed updated objectives
Objective 1	
Improve North Tyneside Council’s Equality Impact Assessment (EqIA) process	Unchanged
Outcomes	
<ul style="list-style-type: none"> • Use/embedding of the new guidance and templates results in better quality, more robust EqIAs, able to evidence due regard and enable more right first-time service delivery and fewer complaints. • Introduction of a new electronic system for EqIAs results in improved quality monitoring and performance reporting through new Equality Dashboards to SLT and individual directorates. 	

Objective 2

Be a good employer and promote an inclusive workforce that feels valued

Create a more inclusive colleague experience within the Authority

Outcomes

- Workforce diversity data shows increases across underrepresented protected characteristics.
- Staff survey results – colleagues feel that the Authority is committed to creating an inclusive culture. There is confidence that harassment and bullying will not be tolerated and will be dealt with effectively if an issue arises.
- Staff equality networks are satisfied that they are listened to and that they are able to make a difference in the Authority.
- The Authority has high satisfaction levels across all staff groups in respect of staff engagement.
- EqIAs are in place to ensure HR policy and procedures comply with equality legislation and employment codes of practice.

Objective 3

Ensure staff and elected members are kept informed about the requirements of the Public Sector Equality Duty

Ensure colleagues and elected members understand the requirements of the Public Sector Equality Duty

Outcomes

- All colleagues and members use inclusive language and treat everyone with dignity and respect.
- Everyone feels welcome and internal and external customers are treated with dignity and respect.
- Colleagues have the skills to treat all colleagues and customers with dignity and respect and show due regard to people's protected characteristics and this is reflected in the Staff Survey.

Objective 4

Improve the collection and use of both internal and external equality data

Improve the collection and use of workforce and customer equality and diversity data

Outcomes

- Employee diversity declaration increases
- As customer record systems are renewed/redesigned they include fields to collect standardised equality and diversity data and insight (including data on customer communication needs), this contributes to right first time and improved customer satisfaction/fewer complaints.
- Customer satisfaction surveys include standard demographic questions, so engagement and service use can be monitored and action taken, resulting in better quality EqIAs and decision making, and greater awareness and use of services by under-represented groups.
- Improvements are made to the provision of equality and diversity data available on the Authority’s datastore. This supports improved evidence based EqIAs and effective diversity monitoring.
- Workforce diversity data shows increases across under represented protected characteristics.
- The Authority reports annually on its gender pay gap and action planning is informed by data insight.
- Equality and diversity data is reported to and reviewed by senior leaders via Equality and Diversity Dashboards and influences decision making.

Objective 5	
Ensure our buildings, services and communications are accessible	Unchanged
Outcomes	
<ul style="list-style-type: none"> • Information on the accessibility of our buildings is published on our website, in our buildings, and on the AccessAble Directory. • As customer record systems are renewed/redesigned they include fields to collect standardised data on customer communication needs, this contributes to right first time and improved customer satisfaction/fewer complaints. • Actions identified through both change and business as usual EqIAs are acted upon and monitored resulting in improved accessibility and customer satisfaction. • Customer care policies highlight the needs of protected groups and there is evidence that these needs are taken account of. • Employees use the guidance in the Authority’s Accessible Information Policy to improve service provision and communication (including use of our translation and interpretation services) contributing to more efficient service delivery, more compliments and fewer complaints. • Our websites and apps are fully compliant with the Web Content Accessibility Guidelines version 2.1 AA standard. • There are examples of how different customers’ experiences and complaints are analysed and acted upon to improve services. • Human Rights legislation guidance is available for staff and decision makers have up to date knowledge. 	
Objective 6	
Improve engagement with North Tyneside’s diverse communities	Unchanged
Outcomes	
<ul style="list-style-type: none"> • There are inclusive engagement mechanisms and structures providing opportunities for communities and service users to be involved in decision making, and service development and delivery, helping to improve engagement with these groups. • Residents and service users are consulted effectively before services are developed and the process demonstrates due regard to protected/under-represented groups. Together bullets 1 & 2 will contribute to more effective and efficient service development and delivery. 	

- More shared engagement activities are developed and delivered with partners increasing the Authority's reach into under-represented groups.
- Campaigns and initiatives are developed to increase participation in public life and leadership of people from protected/underrepresented groups, this will help to improve engagement/representation of these groups.