



Borough of Telford and Wrekin

Communities Scrutiny Committee

Wednesday 11 October 2023

6.00 pm

E201, Telford College, Haybridge Road, Wellington, TF1 2NP

Democratic Services: Sam Yarnall 01952 382193

Media Enquiries: Corporate Communications 01952 382406

Committee Members: Councillors E Davies (Chair), E Aston (Vice-Chair), S Handley, A D McClements, R Sahota, P J Scott and G Thomas

	Agenda	Page
1.0	Apologies for Absence	
2.0	Declarations of Interest	
3.0	Minutes of the Previous Meeting	3 - 6
4.0	Equality and Diversity Strategy	7 - 50
	To receive a presentation on the Equality and Diversity Strategy.	
5.0	Elections Review - Scene Setting	Verbal Report
	To receive an introductory presentation into the elections process.	
6.0	Work Programme Review	51 - 54
	To review the Communities Scrutiny Committee Work Programme.	

7.0 Chair's Update

If you are reading these papers on an electronic device you have saved the Council £15.22 and saved 6.1kg of CO₂, based on average agenda printing costs for the 2022/23 municipal year.

COMMUNITIES SCRUTINY COMMITTEE

Minutes of a meeting of the Communities Scrutiny Committee held on Wednesday 28 June 2023 at 6.00 pm in The Telford Room, Addenbrooke House, Ironmasters Way, Telford, TF3 4NT

Present: Councillors E Davies (Chair), E Aston (Vice-Chair), S Handley, A D McClements, R Sahota, P J Scott and G Thomas

In Attendance: A Astley (Executive Director: Housing, Communities & Customer Services)
P Fenn (Neighbourhood Enforcement Manager)
R Phillips (Service Delivery Manager: Legal & Democracy)
K Robinson (Democracy Officer (Scrutiny))
D Sargeant (Director: Neighbourhood & Enforcement Services)

COMSC1 Apologies for Absence

None.

COMSC2 Declarations of Interest

None.

COMSC3 Minutes of the Previous Meeting

RESOLVED – that the minutes of the meeting 15 November 2022 be noted by the Committee.

COMSC4 Terms of Reference 2023 / 2024

RESOLVED – that the Terms of Reference 2023/2024 be agreed by the Committee.

COMSC5 Communities Scrutiny Committee Work Programme

The Service Delivery Manager: Legal & Democracy presented the report, providing an overview of the items on the draft work programme.

Following the presentation, Members requested the addition of items looking at funding tackling domestic violence and an update on road safety in the Borough. Members also wished to examine the Council's communications with Members and residents.

RESOLVED – that the amended work programme be agreed.

COMSC6 Fly Tipping Scene Setting

The Director: Neighbourhood & Enforcement Services and the Neighbourhood Enforcement Manager provided the Committee with a scene setting presentation on fly tipping in the Borough.

Members heard that this item had been requested by scrutiny in a previous year following a wider update on waste. The presentation was an update on the information previously presented and would cover the past 18 months in relation to fly tipping.

The presentation provided the Committee with an overview of the enforcement activity that had taken place in 2022 and 2023 to date; setting out the number of Fixed Penalty Notices, court cases, and formal written warnings, amongst other interventions.

In tackling the fly tipping issue, the Council had undertaken a range of measures, which included work with partners, roadside operations, the deployment of CCTV including a mobile CCTV hub, and providing support to private landowners who were victims of fly tips.

Telford & Wrekin Council had seen a 40% reduction in fly tipping since 2021 and would continue to tackle the issue with an intelligence led, partnership focussed approach.

A discussion followed with Members posing a number of questions:

Had there been an improvement in the fly tipping situation since the start of Telford & Wrekin Watch? What data was available in relation to this?

The success on fly tipping was the accumulated result of a number of actions and policies. Telford & Wrekin Watch had allowed the Council to reach hundreds of people.

Why did people fly tip?

There were a number of reasons for this, ranging from laziness to ignorance of where waste was going when they handed it to people to dispose of.

If people left waste out to be collected, were they fly tipping?

If they reasonably believed that it was waiting to be collected, and if they had arranged collection, then no, it was not considered to be fly tipping.

Did scrap collectors have to be licenced?

Scrap collectors did have to have a licence and this licence had to be displayed prominently on their vehicle.

Was a ward by ward breakdown of fly tipping data available?

The Authority possessed a lot of data, including ward by ward data. This data was used as part of investigations and to identify patterns around the matter.

There was a discussion around the level of communication between the Council and residents on fly tipping. Members felt that this was an area that scrutiny could look at in more detail and add value to. Following the discussion it was:

RESOLVED – **that**

- a) The presentation be noted; and
- b) A workshop be scheduled to consider Council communications around fly tipping.

COMSC7 Chair's Update

None.

The meeting ended at 7.10 pm

Chairman:

Date: Wednesday 11 October 2023

This page is intentionally left blank



Communities Scrutiny Committee

Equality, Diversity & Inclusion

Presented by: Louise Stanway – Interim SDM for Community Services

What do we mean by Equality, Diversity and Inclusion?

Equality - Outcomes and fairness, NOT treating everybody the same

Diversity - Valuing difference and uniqueness

Page 8 **Inclusion** - Ensuring a sense of belonging

It is about recognising, understanding and respecting the range of skills, talents, needs and experiences that different people have and enabling them to participate in everything that we do so they are truly included.

EDI - who are we talking about?

Everybody – residents, visitors, customers, volunteers and staff

9 Protected Characteristics - Equality Act 2010:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race (including nationality and ethnicity)
- Religion or belief
- Sex
- Sexual Orientation

Page 9

We are also now recognising and giving due regard to Care Experience and Armed Forces Personnel

We ALL share these characteristics – but in different ways

EDI Strategy

Objectives:

- Leadership, partnership and organisational commitment
- Diverse workforce
- Accessible and responsive services
- Celebrating diversity

Page 10

Action Plan

Glossary of terms

www.telford.gov.uk/equality

Progress over the last 12 months

- Strategically, EDI is being taken into consideration as part of the decision making process
- Our employee led groups continue to meet on a regular basis
- An EDI focused review of the recruitment and selection policy and all EDI training and development for staff and members has taken place
- A tailored health engagement event was delivered for the deaf community
- Our Safeguarding Adults and Children Boards have had input from those with lived experiences
- A range of diversity events across the borough
- The Multicultural Development Team have delivered a number of free workshops

The longer term action plan

- A new Armed Forces Outreach Worker has recently been appointed
- A new Diversity Calendar will be launched
- An Inclusive Recruitment Champion Scheme will be delivered
- Build on our Disability Confident status to become a Disability Confident Leader
- EDI training workshop for Members in November

What can Communities Scrutiny do to help?

- Pick out a particular element of the Strategy for further investigation?
- What are Members at other Councils doing around EDI?
- Councillors roles in the community

Any questions???



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough

Page 15

Telford & Wrekin Council Corporate Equality, Diversity and Inclusion Strategy

2022 – 2026



Note:

If you have any questions or require assistance to access this information, for example in an alternative format, such as audio, large print or translation, please contact us at your Yourviewsmatter@telford.gov.uk or telephone 01952 382104.

Foreword

Telford & Wrekin Council works to Protect, Care and Invest in our services and our communities, and this strategy sets out our commitment to equality, diversity and inclusion both as a large local employer and as a provider and commissioner of services. This means working to ensure that Telford and Wrekin is free from discrimination but also doing everything we can to positively promote equality, diversity and inclusion across our Borough.

It sets out our proposals for not only fulfilling our legal and ethical duties but also to promote a culture where the diversity of our workforce and our communities is positively valued. Legislation places a duty on the Council with which we have to comply, but we strive to go beyond our duty.

The challenges we have faced in recent years have highlighted the importance of communities working together, and the key role that a diverse range of community groups and volunteers in Telford and Wrekin have played in responding to flooding and the Covid pandemic. The Black Lives Matter movement has further raised awareness of the importance of equality, diversity and inclusion and the need to continue to build on the strong foundation we already have in the Borough.

I am delighted that this Equality, Diversity and Inclusion Strategy can be published and will formalise and put into action our message of inclusiveness across everything that we do.

I would also like to thank all the local community groups/organisations that have contributed to the development of the strategy.



Cllr Kelly Middleton

Cabinet Member for Leisure, Public Health and Well-Being, Equalities and Partnerships

This strategy sets out:

- **Our commitment** 5
- **Our vision** 5
- **The local context** 6
- **Why Equality, Diversity & Inclusion is critical to Telford & Wrekin Council** 11
- **Our approach – including the values and principles that will guide us in addressing these challenges** 14
- **Our main priorities over the next four years** 15
- **How we will measure progress** 17
- **Our action plan (Appendix 1)** 18



1 Our commitment

We recognise that within our society there is widespread inequality.

The Council is committed to opposing unlawful discrimination and promoting equality of opportunity.

In October 2021, the Council resolved to condemn and speak out against any discrimination on the basis of ethnicity, religion or any other characteristic protected by the Equality Act 2010, and formally adopted the International Holocaust Remembrance Alliance (IHRA) working definition of Antisemitism, and the All Party Parliamentary Group (APPG) on British Muslims definition of Islamophobia.

Telford & Wrekin Council recognises its obligations under various pieces of legislation relating to equality of opportunity (see section 4 for further information).



Page 19

Our vision

An inclusive and open Council that works with local residents, organisations, partners and employees to build communities that are great places to live and work – where our leaders are committed to equality, and take positive action to ensure that everyone feels they belong. Diversity is celebrated and thrives at all levels of our organisation, and that every community can access the services and support they need.

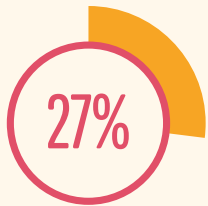


3 The local context

Understanding the demographic make-up of the borough and the Council workforce, and any inequalities that exist, is a vital first step towards ensuring fairer practices and true inclusion. Through celebrating and encouraging diversity, we increase our exposure to a greater range of knowledge, skills, views and opinions that we may not otherwise come across.

3.1 Our Community

Page 20



- **The population is growing and ageing** – we currently have a population of **181,322** (ONS mid-2020 estimate). (This is projected to grow to 197,500 by 2030, with a predicted 27% increase in the 65 and over age group).



- **The population of Telford and Wrekin is growing at a greater rate than the West Midlands and England** – 2020 estimates show that the borough had the third highest growth rate in the West Midlands.



- **Working age population** – there are around 107,900 working age residents in the borough, representing 60% of the borough's total population.

Equality in Action: Forum 50+

Forum 50+ supports over 50s in Telford and Wrekin, helping to combat loneliness and improve physical and mental wellbeing, and helping people to access community activities, volunteering and help with technology. The charity also promotes opportunities for the over 50s to have their voice heard with regards to local services, planning and facilities. It offers regular groups and events, signposting and information, and the option for people to join as members, receiving a bi-monthly magazine.



Age

- Between 2012 and 2020 the population of Telford and Wrekin grew by 7.5% compared to 5.1% for the West Midlands and 5.0% for England.
- Since 2011 the greatest change in the age profile of the borough's population has been in the 65+ age group which by 2020 had grown by 26.9% compared to 9.3% in the 0-15 population and 3.5% in the 16-64 population.

Religion*

- At the time of the 2011 census two thirds of borough residents indicated that they had a religion.
- 61.7% of residents said that they were Christian with 1.8% Muslim, 1.3% Sikh and 0.5% Hindu.

Ethnicity*

- The borough is becoming more ethnically diverse. In the 2011 census the proportion of residents from a non-white British background had increased from 7.0% in 2001 to 10.5%. The proportion of Asian/Asian British residents increased from 2.9% in 2001 to 4.2% in 2011 and the proportion of residents from other White backgrounds increased from 1.0% in 2001 to 2.7% in 2011.
- In 2011, 7% of borough residents had been born outside of the United Kingdom with 3% coming from EU member countries and 4% from other countries.

* The latest available data we have on Religion and Ethnicity comes from the 2011 Census. We will include updated data in the next annual progress report in 2023.

Data around Protected Characteristics is updated on a regular basis, with more details available at www.telford.gov.uk/factsandfigures

Equality in Action: Telford & Wrekin Interfaith Council

Telford and Wrekin Interfaith Council grew out of the Building Bridges project set up in 2018, and was constituted as a charitable group in April 2021. Supported by Telford & Wrekin Council and other partners, the Interfaith Council works alongside Telford's diverse communities to create an inclusive society where people of different beliefs and faiths can build positive and rewarding relationships, through conversation and cooperation.

This includes providing emergency food parcels, providing shared spaces for activities and delivering equality and diversity workshops, as well supporting the activities of different communities and giving them a voice.



Borough of contrast

There are areas of the borough where people are facing significant financial challenges, being in the 10% most in need nationally including:

- Brookside
- College
- Dawley & Aqueduct
- Donnington
- Hadley & Leegomery
- Madeley & Sutton Hill
- Malinslee & Dawley Bank
- Woodside

In contrast the borough also has areas ranked in the 10% least in need nationally including:

- Apley Castle
- Edgmond & Ercall Magna
- Muxton
- Newport North and West
- Priorslee
- Shawbirch

Breaking this down further:

- **Income levels:** Some 30,800 people in Telford and Wrekin live in the 10% most in need areas in England whilst 9,200 people live in the 10% least in need areas in England.
- **Employment (which measures the proportion of working-age population who would like to work but are unable to due to unemployment, sickness, disability or caring responsibilities):** Some 32,300 people in Telford and

Wrekin live in the 10% most in need areas in England with 7,300 people living in the 10% most in need areas in England.

- **Living environment (which includes measures such as quality of housing, air quality, road traffic accidents):** some 1,200 people in Telford and Wrekin live in the 10% most in need areas in England and 65,400 people in the borough live in the least in need areas.

Health

There are health inequalities across the borough with a difference of 9.4 years of life expectancy between men living in the most and least in need parts of the borough. For women there is a gap of 8.4 years between the most and least in need parts of Telford and Wrekin.

- **In line with the national picture the growth in life expectancy for men and women has stalled over the last 10 years and is worse than the England average.** (Current life expectancy for men is 78.6 years and 81.9 years for women).
- **Healthy life expectancy for men has worsened in recent years whilst for women it has improved.** (Current healthy life expectancy at birth for men is 58.2 years and 63.2 years for women).

Education

There are also inequalities in terms of educational attainment:

- The attainment gap at Key Stage 2 between pupils from the most and least in need areas of the borough was 18% points in 2019, compared to the England average of 20% points.
- The attainment gap at Key Stage 4 between pupils from the most and least in need areas of the borough was 16.2 points, compared to 13.7 points across England.

In terms of what our residents think:

According to the results from our Residents Survey 2020:

- 82% of residents are satisfied with Telford and Wrekin as a place to live.
- 68% of residents say they agree or strongly agree that **their immediate local area is a place where people from different backgrounds get on well together** (with 11% disagreeing).

Page 23

Equality in action: Shropshire and Telford United Women's Association

Shropshire and Telford United Women's Association (STUWA) is a multi-ethnic and multi-cultural voluntary group led by women. Their mission is to improve the wellbeing of the community by addressing inequalities and providing opportunities to get involved in various activities. STUWA encourages and empowers women by providing health, education and spiritual awareness sessions and is committed to help remove any barriers that may prevent them from taking part. Since its inception in 2006, STUWA has worked closely with key organisations to help cater for the needs of the community.

As well as receiving grant-funding, STUWA has conducted their own fundraising, promoting community cohesion in the process, and has successfully established a range of sustainable projects such as clubs for the youth, coffee mornings, swimming, cricket, pilates, tai-chi, walking groups, and cycling.

However, many of our residents have specific needs and data shows us that there are inequalities in the borough.

This Strategy recognises the areas of inequality that the Council seeks to address, however, there are a wide range of other strategies and plans across the Council that are working to address these in depth – see **Appendix 2**. This Strategy seeks to complement, not duplicate these, by providing a framework for how these should be developed to take account of Equality and Diversity overall. It also sets out key actions relating to the cross cutting themes that are not covered specifically in other strategies.



3.2 Our Workforce

Information about our workforce is published annually and is available on the Council's website.

In terms of what our employees think (Employee Survey, 2020):



	Stongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
I am treated fairly at work	43%	45%	8%	3%	1%
I am treated with respect by the people I work with	46%	43%	7%	3%	1%
I am treated with respect by internal customers and clients	34%	53%	11%	2%	0%
I am treated with respect by external customers and clients	26%	51%	21%	2%	0%
I feel valued for the work that I do	28%	44%	17%	9%	2%
I think that the Council respects employees regardless of their ethnicity, sexuality, religion or disabilities	49%	41%	8%	2%	1%

4 Why Equality, Diversity & Inclusion is critical to Telford & Wrekin Council

The Equality Act 2010 & Public Sector Equality Duty

Prescribes a number of aims that as a local authority we must pay due regard to in relation to the protected characteristics of age, disability, gender re-assignment, marriage and civil partnership, maternity and pregnancy, race, religion and belief, sex, sexual orientation.

This requirement is known as the General Equality Duty. The Act also identifies a number of Specific Equality Duties placed on us as The General Equality Duty states, '...that the council in the exercise of our functions, must have due regard to the need to:

- page 25
- **Eliminate unlawful discrimination, harassment and victimisation** and other conduct prohibited by the Act.
 - **Advance equality of opportunity** between people who share a protected characteristic and those who do not.

- **Foster good relations** between people who share a protected characteristic and those who do not.

The Specific Equality Duties say that we must;

- **Publish equality information.** This includes information about how we have made our decisions, the evidence that we have used and the conclusions we have drawn. There is an expectation that the data behind a decision is made available so that people can see, understand and challenge the decision making process from a fully informed perspective.
- **Publish Equality Objective(s).** The objective(s) should be based on evidence, set every 4 years and reported upon annually.

More information on this can be obtained from the Equality and Human Rights Commission (EHRC) at www.equalityhumanrights.com/en/corporate-reporting/public-sector-equality-duty

Armed Forces Act 2021

To address accessibility issues faced by current Armed Forces personnel, veterans, reservists and their families, the Armed Forces Act 2021 was introduced. The Act places a legal responsibility on bodies such as local authorities to pay due regard to the Armed Forces Covenant Duty when exercising certain statutory functions. This involves recognising and understanding the obligations and sacrifices made by members of the Armed Forces, the removal or reduction of barriers and inequalities they may face and consideration of specialised provision in order to ensure equitable and inclusive services.



Business case for diversity

In addition to our legal duties and a compelling moral case, there is also a strong business case for greater diversity and inclusion in the workplace. Research reviewed by the Department for Business, Innovation and Skills (2013) suggested that there are repeated organisational benefits from equality and diversity, for example:

- More diverse boards/senior teams are more effective – a recent study by Forbes reinforced this, finding that decisions made and delivered by diverse teams led to 60% better results;
- Cultural diversity is associated with creativity, as diverse teams have a broader reference base. Diverse teams also tend to challenge ideas and input for longer, and to avoid ‘groupthink’ (where a group reach a consensus without properly considering alternatives or consequences);

Page 26 There is a strong positive relationship between equal opportunities policies in the workplace and employee satisfaction;

Organisations that manage diversity show increased productivity and innovation and reduced employee turnover.

However, this research also highlighted that these benefits were not seen in all organisations in all contexts at all times. Critical to success is how well diversity is managed within an organisation and the extent to which it is embedded in an organisation’s business strategy. There is also evidence that failing to manage diversity has a cost, both financial and reputational. For example, Mind have recently reported that work-related mental ill-health is estimated to cost the UK economy £45m a year.

In contrast, organisations that manage diversity well are more likely to be able to recruit and retain the best talent. A recent study by McKinsey found that being part of a diverse workforce is an important consideration for 76% of all job seekers, and 83% of younger job seekers born after 1997.



Our equality objectives are:

- **Leadership, partnership and organisational commitment** – we will lead the Council in an inclusive and visible way with zero tolerance of any form of discrimination. We will also encourage, inform and engage with our partners and the rest of the borough on this agenda;
- **Diverse workforce** – we will be recognised as an employer of choice, working proactively to ensure that our workforce reflects the communities we serve, and that all employees are supported to achieve their full potential;
- **Accessible and responsive services** – we will encourage all service areas to better understand our communities and actively engage with local people and organisations to help people participate in decision-making, and get involved in public life. We will design, commission and deliver services that offer the best possible customer experience and that are accessible to all;
- **Celebrating diversity** – we will advance equality and positive relationships by promoting and celebrating diversity.

All of these will be achieved through ongoing engagement and partnership working with our employees, residents, local organisations and key partners.

Key actions to achieve these objectives are set out in **Appendix 1**.

Equality in action: Independent Living Centre

The Independent Living Centre was opened in April 2021 as a joint venture between Adult Social Care and the Community Voluntary Service. The aim is to provide a space for the whole community, irrespective of age or ability, to be able to come for advice and guidance with all aspects of social care in a friendly and relaxed environment. There is also a wide selection of equipment and technology that can be tried and assessed for if appropriate to ensure that everyone has the opportunity to remain independent at home and in the community. Professionals and Volunteer Experts by Experience are on hand to answer questions and to give practical advice.

An interactive tour of a virtual house has also been developed showing examples of Occupational Therapy, Assistive Technology and Sensory aids, equipment and solutions that may be helpful to you or a family member to do daily activities around the home.

https://www.telford.gov.uk/info/20792/independent_living_centre_ilc_and_virtual_house/5264/virtual_house_tour



5 Our approach

Our values are exercised throughout the council, defining how we do things, both collectively as an organisation and individually. For more information on our values see www.telford.gov.uk/councilvalues

We will continue to build on these values and utilise existing governance and engagement structures as the context for all policy and decision making.

We will therefore continue our work on equality, diversity and inclusion as part of this approach, looking at new and different ways of working where we can, but always ensuring that the many and diverse communities of Telford and Wrekin lie at the heart of everything we do, the decisions we make, and the services we provide.

Underpinning all of this we need the confidence to know that we are well informed when decisions are made and take 'due regard' when planning services for all our residents. So as part of our decision making processes we adhere to 6 key principles:

- **Knowledge** – Those making decisions are informed regarding their duties and this is brought to their attention at appropriate times;
- **Timeliness** – equality is integrated from the beginning of a process or its initial stages and is considered throughout the process;
- **Real Consideration** – rigorous and documented decision making has taken place supported by an appropriate audit trail;
- **Sufficient Information** – for those making decisions there is enough information to be fully informed and it is brought to their attention;
- **Responsibility** – that decision makers ensure that consideration has been equitable and takes place at the appropriate time. It is not possible to delegate this responsibility. For example, contracting a third party will mean both the Council and the third party have the duty placed on them.

- **Review and Record Keeping** – there are adequate assurance steps to ensure that the intended consequences or impacts have taken place and future unidentified impacts can be dealt with and are recorded.



6 Priority areas for action

Our vision (see Section 2) and equality objectives (see Section 4) will direct our work moving forward and sets the context for priority areas for action over the next four years.

To ensure that we work towards our vision and deliver identified priorities, we have developed an action plan that supports this policy and sets out the key activities we will undertake (see **Appendix 1**)

In summary this action plan focusses on 4 key areas which are summarised below:

Priority area 1: Leading our organisation and communities

As a local authority it is important our residents understand our position on equality, diversity and inclusion and what to expect from us as an employer, through our service delivery and our decision making processes.

Any proposals for change should be assessed on an individual basis, taking account of any impacts they are likely to have on our customers or workforce.

Key areas of focus include:

- **Ownership** – top level commitment from Council leaders and champions that will help drive the agenda throughout the Council;
- **Public awareness and accountability** – clear messages that set out our commitment to equality, diversity and inclusion along with clear objectives and targets that we will publicly report against;
- **Impact analysis - initial impact analysis is carried out** at the start of any new proposals being develop and **full equality impact assessments are carried out** where proposals are likely to impact significantly – either financially or on particular groups within our communities;
- **Decision making is evidence based in everything we do** – for example policy/strategy development, Cabinet Reports, procurement specifications and service procedures.

Priority area 2: Supporting our workforce and elected members

We take our responsibilities as an employer very seriously. Telford & Wrekin Council's Equal Opportunities Charter sets out our Employment Equality Promise www.telford.gov.uk/employmentequalitypromise. This gives an undertaking that all of our employees, and those who apply for employment, will be treated with equal fairness, respect and dignity, regardless of race, colour, gender, sexual orientation, marital status, gender reassignment, care of dependants, age, disability, religious or political beliefs, pregnancy or maternity, or unrelated criminal conviction.

We ensure that our employees have an influential voice in shaping our Council priorities, policies, workforce strategy and through employee groups. We place a strong emphasis on diversity and inclusion in all our employment practices. All employees are recruited using fair processes and whilst in employment, they are supported and developed so they can thrive at work and deliver the best services they can for local people.

Key areas of focus include:

- Becoming a **more diverse and inclusive employer**;
- Ensuring all of our employees and elected members will have **opportunities to be heard and inform what we do as an organisation**;
- Ensuring **our learning and development offer** enables our workforce to have the **awareness, knowledge and understanding of equality, diversity and inclusion**.

Priority area 3: Serving our customers

Our customers include residents of the borough, people working in the borough and tourists visiting the area.

We deliver a lot of our services to a lot of customers on a daily basis (for example, we receive on average over 900 calls a day to our contact centre). Many of our customers come from different backgrounds and have different needs.

It is important to remember also that in a lot of cases, we are the only provider for some of these services (like benefits, Council Tax and Adult Social Care for example) so our customers – many of which are vulnerable, do not have a choice and cannot choose to go elsewhere.

Key areas of focus include:

- **Better understanding who our customers are and what their needs are** – through more intelligent use of Council data;
- **Improving relationships with those who face barriers accessing our services or have specific needs in the borough** – through improving customer engagement across all service areas to make sure these groups are kept informed and have the opportunity to have their say and influence Council decisions;
- **Making sure all Council services are accessible to all**, regardless of their needs (including physical accessibility, digital accessibility, translation and interpretation) – actions to improve accessibility of services will be a key priority within the Council's Customer Strategy.

Priority area 4: Celebrating and promoting the diversity of the borough

By recognising and raising awareness of the different communities in Telford and Wrekin and celebrating the different cultures and faiths. We will encourage our communities to better come together which in turn will help to break down barriers and further support one another.

Key areas of focus include:

- **Awareness raising campaigns** – organised by the Council or in partnership with local community groups);
- **Hosting events** – to celebrate diversity;
- **Co-ordination of the different cultures and faiths** – to support the Council with service planning, and keep officers/members informed.

Equality in action: Love Telford event

To reunite the borough post-covid, the first ever Love Telford event was held in March 2022, organised by Telford & Wrekin Council in partnership with local communities, as an opportunity for residents to get involved in a fun day out with their friends, family, neighbours and community. With art and sport activities, food, music and performance acts alongside community groups from across the borough, the fun, free outdoor event for all had an international feel, bringing local people together to celebrate our diverse range of cultural communities and demonstrate what makes Telford great.



7 Progress monitoring and reporting

It is essential that we monitor our performance against our equality objectives and continue to challenge progress. We will do this by monitoring our:

- **Action plan** (see **Appendix 1**);
- **Customer feedback** (comments, complaints and compliments);
- **Performance indicators**, which will be reported as part of the corporate performance framework and where possible will be broken down demographically. These measures include:

Corporate measures:

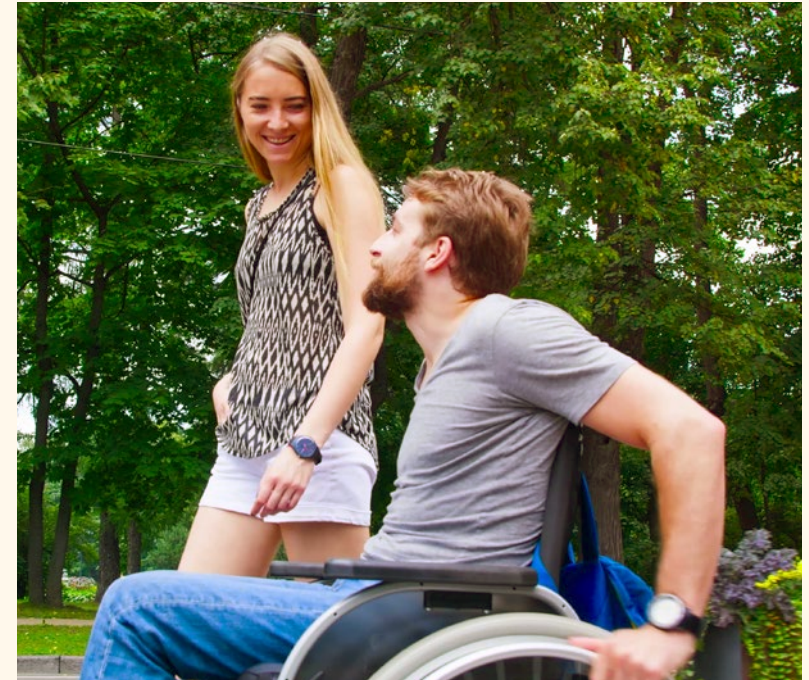
Note: these corporate measures link to our Residents Survey results and won't necessarily be updated annually.

- % of residents who had contacted the Council in the last 12 months who were satisfied with how their contact was handled
- % of residents who agree that the Council listens to their views
- % of residents who agree that their immediate local area is a place where people from different backgrounds get on well together
- % of residents who agree that the Council treats all people fairly
- Number of complaints received by the Council that are based on discrimination or unfair treatment

Workforce measures:

- Workforce – by age, gender, ethnicity, disability, sexual orientation and religion/belief
- % of staff at different levels of the organisation, including senior managers
- Gender and ethnicity pay gap
- Completion of equalities training by employees and elected members
- Staff survey results

We will publish an annual report on our progress against our performance indicators and a summary of what we have achieved against our action plan.



Appendix 1: Action Plan

Priority area 1: Leading our organisation and communities

Action	Lead Area
Ownership - top level commitment from Council leaders and champions that will help drive the agenda throughout the Council	
1.1 Identify opportunities for senior managers to better understand the unique challenges faced by employees from under-represented groups, for example through reverse mentoring	Organisational Development
1.2 Explore the setting of Directorate targets specific to their service areas around recruitment of under-represented groups	Senior Management Team
1.3 Cabinet Members, Senior Managers and role models within the organisation publish their job history internally to show different career paths	Cabinet Members and SMT
1.4 Incorporate management of Equality, Diversity and Inclusion (EDI) into senior managers APPDs	Executive Directors
1.5 Partnership boards to take account of the EDI strategy, how it applies to their work and adopt relevant targets/actions	Partnership Management Team
1.6 Support the work of the ICS around the Equality, Diversity and Inclusion Pledge	Adult Social Care
1.7 Review, co-ordinate and provide rapid responses to reports of serious incidents in the borough through a Trusted Panel	Childrens Services
1.8 Ensure the Equality and Diversity Steering Group monitor progress with the EDI action plan and drive this agenda across the Council	SMT leads
1.9 Continue with the work done to create a range of employee working groups that act as 'Champions' (that can drive key pieces of work that will influence how we support our staff and serve our customers)	Human Resources
1.10 Review existing commissioning strategies to ensure they adequately cover all aspects of equality, diversity and inclusion	Commissioning
1.11 Review our IDT project mandate process for new systems to ensure accurate recording of protected characteristic information is captured where appropriate to do so	IDT

Action	Lead Area
1.12 Continue to be a member of the West Midlands Local Authority Equality Network – for benchmarking purposes, sharing best practice and keeping up to date with the latest guidance to help inform/ support our agenda	Community Services
Public awareness and accountability	
1.13 Declare our commitment and incorporate our equality objectives into the Council Plan	Organisational Development
1.14 Publish an annual report on progress made against the EDI Strategy action plan, performance indicators, and update with further actions to be delivered	Community Services
1.15 Adopt and publish a new Zero Tolerance Policy – with a clear statement on discrimination and clarity on how staff should report hate speech and hate crime	Human Resources
1.16 Install clear public messages in Council buildings about ‘being kind’ and our zero tolerance of discrimination	Communication Team
1.17 Develop a comprehensive communications plan to raise awareness in a variety of formats about equality, diversity and for residents, partners and staff	Communication Team
1.18 Improve communications for staff that do not have access to the intranet or a Telford & Wrekin Council email address	Communication Team
Clear guidance and understanding on Impact Analysis and Assessments	
1.19 Review the processes and procedures in place to support the organisation– including training, toolkits, training and Forward Plan	Community Services
Decision making is evidence based in everything we do	
1.20 Review reports templates, etc. to ensure equality, diversity and inclusion is picked up in the appropriate way through service delivery and to help inform the decision making process	Community Services
1.21 Review and publicise more effectively the different routes in which communities can get involved and have their say on Council decisions	Community Services
1.22 Ensure we publish the results of all consultations and explain how they have informed our decision making processes	Community Services

2023

Priority area 2: Supporting our workforce and elected members

Action	Lead Area
Becoming a more diverse and inclusive employer	
2.1 Review recruitment advertising strategies to ensure we are encouraging applications from groups who are currently underrepresented within the Council, including for Kick Start and Apprenticeship Programmes and work experience placements	Human Resources
2.2 Update Job Description/Person Specification templates to include a statement around equality, diversity and inclusion	Human Resources
2.3 Collate comparative data (comparing with the local community as well as other similar local authorities) and work with WM Jobs to develop equality reports in relation to job applicants/shortlisted candidates/successful candidates	Human Resources
2.4 Comprehensive review of policies to ensure that any barriers in recruitment, development and progression are removed and to allow fair treatment and opportunity for all	Human Resources/Organisational Development
2.5 Wherever possible ensure that we have diverse interview panels and/or identify ways we can involve diverse stakeholders in recruitment processes	Human Resources
2.6 Ensure all members of recruitment panels are appropriately trained on equality, diversity and inclusion	Human Resources
2.7 Agree recruitment targets with all members of senior management	Human Resources
2.8 Report ethnicity pay gap alongside statutory gender pay gap reporting	Human Resources
2.9 Review talent management programmes across the Council – prioritising staff from under-represented groups to attend mentoring, development and Leadership Programmes to help increase diversity	Organisational Development
2.10 Allow gender pronouns on email signatures – that set out what an individual wants to use	SMT/Corporate Communications
2.11 Promote and encourage more staff to update their personal data – explaining why it is important and how it can help us better meet their needs	Human Resources

Action	Lead Area
2.12 As an actively inclusive employer of disabled people, by September 2023 we will progress from our status as a Disability Confident Employer to a Disability Confident Leader	Human Resources
2.13 We will create a new EDI structure chart for publication on the Council's website to make it clear who is involved	Community Services
2.14 We will explore the concept of a register of reasonable adjustments, or similar document, to evidence types of adjustments made across the authority and equity of delivery.	Human Resources
Ensuring all of our employees will have opportunities to be heard and inform what we do as an organisation	
2.15 Lead and embed inclusion into our employment policies and practices in all areas of the organisation	Human Resources
2.16 Ensure that employees whose views sometimes go unheard are given opportunities to engage with the organisation and inform policy development (through employee groups – each of which will have a Senior Management Team sponsor)	Human Resources/Organisational Development
2.17 Continue to provide and develop 'safe spaces' for employees to raise concerns and talk about their experiences- including external services/support if required	Human Resources/Childrens Services
Ensure that our learning and development offer enables our workforce and elected members to have the awareness, knowledge and understanding of equality, diversity and inclusion	
2.18 Encourage all elected members to complete basic EDI training as part of their role/induction	Democratic Services
2.19 Ensuring all Council employees complete the basic EDI training as part of their induction (and do a refresh as part of Essential Learning)	Organisational Development
2.20 Introduce more detailed training for those that require it as part of their job role	Service Leads
2.21 Review and update our Equality, Diversity and Inclusion training and development to adequately support our workforce and elected members	Organisational Development
2.22 We will review the current Customer Services training which is in development to ensure further information around working with the D/deaf and hearing-impaired community is included and review the addition of this to other training sessions around hidden disabilities too.	Customer Experience

Action	Lead Area
2.23 We will review performance measures in Contracting, Commissioning/Adult Social Care Contracting and the training needs of Brokerage and Contracting staff to ensure rigorous monitoring.	Commissioning, Procurement & Brokerage

Priority area 3: Serving our customers

Action	Lead Area
Better understanding who our customers are and what their needs are	
3.1 Carry out a review of our local demographic data following the 2021 Census	Organisational Development
3.2 Recognition of Armed Forces personnel – following the Armed Forces Covenant Duty being enacted in December 2021, we will monitor the guidance and add any additional actions to the EDI Strategy Action Plan as required.	Community Services
3.3 Complete a review of the complaints process to incorporate equality, diversity and inclusion including the nature and types of complaints received and the protected characteristics of the customer	Customer Services
3.4 Service areas to periodically gather customer feedback where relevant – based on service provision and customer satisfaction	Service Delivery Manager
3.5 Continue with our mystery shopper programme of work and look to recruit a more representative group of volunteers to support this	Customer Services
3.6 Build diversity into communications and develop some simple case studies and data profiles – to help residents and services better understand the diverse needs of our borough and the barriers they face	Corporate Communications
Making sure all Council services are accessible to all	

Page 36

Action	Lead Area
3.7 Raise awareness of the Accessibility Standards and our accessibility web page and incorporate Equality and Diversity into some refreshed customer services training	Corporate Communications/Customer Services
3.8 Ensure Equality and Diversity is included in the Council's revised volunteering policies and practices to support as many people as possible to volunteer for the Council	Community Services
3.9 Produce a checklist for Service Delivery Managers to conduct peer to peer service reviews to assess accessibility and equality of different services	Customer Services
3.10 Service Delivery Managers to conduct at least one peer to peer review on accessibility each year	Service Delivery Managers
3.11 We will ensure our translation and interpretation services are fully promoted to staff and ensure all council services are aware of the correct processes and procedures involved	Community Services
3.12 Increase promotion of the application process for dropped kerbs to residents and Councillors	Highways
3.13 When doing infrastructure projects (for example the Local Cycle, Walking and Infrastructure Plan) we will identify opportunities for additional dropped kerbs.	Highways
3.14 We will engage with residents who face accessibility challenges in order to identify the best solutions to improve the borough's infrastructure in the longer term	Highways
Improving relationships with those who face barriers to accessing our services and those with specific needs in the borough	
3.15 Appoint an independent facilitator to carry out engagement on the Council's draft EDI Strategy – ensuring our harder to reach groups are made aware and have the opportunity to get involved	SMT leads
3.16 Review and regularly update our stakeholder list - of a range of community contacts reflecting all protected characteristics – and promote as part of a toolkit to support ongoing dialogue and relationship building across the Council	Community Services
3.17 Make sure that when carrying out consultation activity, we reach out to all these stakeholder groups as appropriate, to ensure they are aware and understand how they can get involved and have their say	Community Services

1569937

Action	Lead Area
3.18 Build on the Community Champions volunteer scheme – to recruit volunteers within these groups to act as ‘communicators and ambassadors’ to support the Council with passing on messages and involving members of their communities so they feel informed and involved and increase participation	Community Services

Priority area 4: Celebrating and promoting the diversity of the borough

Action	Lead Area
Awareness raising campaigns	
4.1 Develop and update our Diversity Calendar containing a range of celebrations/ events that are nationally and/or locally recognised for publication on the Council’s website and to support awareness raising through corporate communications and within our own workforce	Community Services
4.2 Encourage suggestions for new street and building names in the borough to demonstrate diversity	Planning
Hosting events	
4.3 Promote and engage with community groups on the diversity calendar and work in partnership to promote, organise and engage in local events	Communications and Events Teams
4.4 It is recognised that a comprehensive review of the accessibility of events (including physical access and access to information) is required and planned to take place in Autumn 2022. Leading up to this we will put in place some short term improvements.	Events Team
Co-ordination of the different cultures and faiths	
4.5 Encourage employee working groups to engage with community groups to help further raise awareness and support.	Community Services
4.6 Continue building on the working relationship with Wolverhampton EDI network to deliver joint awareness raising campaigns e.g. Black History Month	Childrens Services

Page 39

Appendix 2: Supporting policies and strategies

Although equality, diversity and inclusion runs through all that we do there are some strategies and procedures that are particularly relevant for supporting delivery of our vision in both service delivery and employment:

Service Delivery

- **Customer Strategy** – setting out our strategic approach for how we offer services to our varied and diverse residents through the use of online, face to face, telephone and self-service channels.
- **Customer Contract** – details of our commitment to customer service and what our service users can expect from us
- **Compliments, Complaints and Feedback** – how we receive and handle information from service users
- **Health and Wellbeing Strategy** – focussing on creating more resilient, happier communities and preventing poor health & wellbeing in the borough.
- **Housing Strategy** – all about the future of housing in Telford and Wrekin and providing a decent place to live.
- **Specialist and Supported Housing Strategy** – helping vulnerable people into good quality homes.

- **Belonging Strategy** - to develop a more consistent, borough wide approach to including children and young people with social, emotional and mental health (SEMH) needs within the changing context of Local Authority provision.
- **Community Safety Strategy** – putting in place measures to prevent crime and anti-social behaviour, prevent the misuse of drugs, alcohol and other substances; and prevent re-offending.
- **Adults with Learning Disabilities** - providing quality support in a personalised way so that people with a learning disability can receive the assistance they need to enhance their independence and enable them to lead meaningful, valued lives.
- **Communication and engagement toolkits** – around how we provide support for individuals with communication needs, and guidance on how services can engage with their service users to improve outcomes and customer satisfaction.
- **Procurement Procedures** – how we buy services including clauses that allow us to request certain social conditions, such as apprenticeships, and to ensure we only do business with reputable companies and individuals.
- **Service User Choice** – provision for selecting the person delivering intimate personal care on the basis of gender but not other characteristics.

Employment

- **Workforce Strategy** - placing a strong emphasis on diversity and inclusion in all our employment practices.
- **Flexible Working** – details how employees are able to tailor working arrangements to meet their individual needs, for example caring or family responsibilities, religious, belief or cultural requirements.
- **Recruitment and Selection** – how we advertise, select and recruit employees recognising that a transparent and open system promotes the employment of the best talent from the widest possible pool of available applicants.
- **Induction training** – Initial training to ensure employees have a clear understanding of their responsibilities and appropriate behaviours through our customer focussed approach.
- **Resolving Workplace Issues** – a policy that sets out a positive approach for dealing with situations where an employee may feel they have not been treated fairly or with dignity and respect.
- **Annual Performance and Development Discussion (APDD)**
– our employee review and development process to ensure continuous improvement of skills and opportunities through the identified needs of the individual and business.

Appendix 3: Glossary of Terms

We have produced this glossary of terms to help everyone understand the principles of our Equality and Diversity policy.

We use these definitions because local and national self-organised groups have agreed them and because they are used in legislation. The glossary will adapt overtime to reflect changes in society and terminology.

Age and ageism

Age is one of the nine protected characteristics included within the Equality Act 2010. Generally speaking, it is unlawful to discriminate against anyone because of age, although there are exceptions when goods and services and other things can be prioritised for specific age groups, such as providing care services or concessionary travel discounts to older people.

Ageism can be defined as any attitude, action or institutional structure, which through its actions ends up making people subordinate because of their age (sees them as inferior, less, less important, less able...).

Age discrimination occurs when a person is treated less favourably because of their age and particularly affects young and older people.

Alternative formats

This refers to when information is produced in other or additional methods so as to make it easier to read and understand/ easier to access the information, and often means producing information in other languages either in written word or spoken word, in British Sign language, in an easy read version for people with a learning disability,

or perhaps in a larger size to meet the needs of someone with reduced or loss of vision.

Producing information in alternative formats can form an example of a reasonable adjustment for disabled people, or as positive action to tackle race inequality.

Anti-Semitism

In 2020, the Council adopted the International Holocaust Remembrance Alliance Definition of Anti-Semitism which states:

“Anti-Semitism is a certain perception of Jews, which may be expressed as hatred toward Jews. Rhetorical and physical manifestations of anti-Semitism are directed towards Jewish or non-Jewish individuals and/ or their property, toward Jewish community institutions and religious facilities.”

The full definition and examples are shown in section 1 of this appendix.

Bisexual

Bisexual is the term which refers to a man or a woman who is emotionally and sexually attracted to people of both sexes.

Black Asian and Minority Ethnic

Whilst there is no single word or phrase which fully covers all members of minority ethnic groups in Britain, the term Black Asian and minority ethnic has been used to summarise all of the groups which fall under this category who are not white British.

In March 2021, the Commission on Race and Ethnic Disparities recommended that BAME and BME stop being used because they emphasise certain ethnic minority groups (Asian and black) and exclude others (mixed, other and white ethnic minority groups). The

terms can also mask disparities between different ethnic groups and create misleading interpretations of data. The Commission recommended in December 2021, that ethnic minority groups are referred to individually, rather than as a single group.

Bullying

Bullying can be defined as offensive behaviour which violates a person's dignity, or creates an intimidating, hostile, degrading or offensive environment, or which humiliates or undermines an individual or group. Bullying can take various forms, from name calling, sarcasm, teasing, and unwanted criticism, to threats of violence or actual physical violence. Such behaviour can be vindictive, cruel or malicious.

Bullying can cause stress and employers may fail in their duty to safeguard the health, safety and welfare of employees, if they do not take steps to prevent it or respond to it effectively.

Carers

Carers are people who, without payment, provide help and support to a partner, child, relative, friend or neighbour who could not manage without this help. This could be due to age, physical or mental illness, learning disability, addiction or disability. The carer may be an adult, child or young person.

Civil partnership

Same sex couples can legally undergo a marriage or civil partnership. If they form a civil partnership they have the legal status of civil partner. This brings with it a range of legal rights and equal treatment for things such as tax, benefits, pensions, parenting responsibilities etc.

Deaf

Whilst most people use the word deaf to mean loss of hearing it can also be used with a capital D to refer to the Deaf community, those with hearing loss who use British Sign Language as the first language.

Disability and the Social Model of Disability

Disability has a legal definition within the Equality Act 2010. For the purposes of our Policy we have adopted what is known as the Social Model of Disability and accordingly a broader meaning of disability:

“Disability is the disadvantage or restriction of activity arising out of how society regards people who have a disability, failing to make adjustments to enable disabled people to enjoy full and free access to all aspects of society and the environment. Disability is not caused by an individual's impairment but by the way society fails to meet their needs.”

However, when we need to identify our duties towards employees and customers, we will sometimes need to complete an assessment in order to ascertain whether a person's impairment has a long-term and significant limiting impact on their daily life and will require individual reasonable adjustments of support.

Disabled people

We will use the term Disabled people and not phrases such as “The disabled” as this recognises people as individuals.

Direct Discrimination

Direct discrimination is where a person is treated less favourably on the grounds of a protected characteristic. For example, recruiting a male applicant for a job rather than a more qualified woman because of irrational, prejudicial or stereotypical views, or not accepting a

disabled person on to a course because it is assumed they would not be able to meet the required course standards due to their disability, would constitute direct disability.

Diversity

Diversity means the different backgrounds and beliefs of people we serve or work with. Diversity recognises that everyone is different in a variety of visible and non-visible ways, and that those differences are to be recognised, respected and valued. They may include, but are not limited to, differences protected by equalities law known as protected characteristics.

Easy Read

A method of presenting written information to make it easier to understand for people with difficulty reading. Typically, involving pictorial representations and sentences that are short and have just one idea and one verb. A method useful for supporting people with learning disabilities although often welcomed by everyone.

Equal opportunities

Equal opportunities, or equality of opportunity, may be defined as ensuring that everyone is entitled to freedom from discrimination, where individuals have an equal opportunity to fulfil their potential. The term Equal Opportunities has mostly been replaced by Equality and Diversity in recent years.

Equal pay

Equal pay is generally used to refer to the provisions of the Equal Pay Act 1970 which requires men and women to be paid the same where they are employed on like work, work rated as equivalent under a valid pay evaluation scheme, or work of equal value, unless the pay difference can be objectively justified.

In order to comply with equal pay legislation it is recommended that employers have a job evaluation scheme in place and that they carry out an equal pay audit to highlight and rectify any disparities.

Ethnicity, Race and National origin

Views of what constitutes ethnicity, race and national origin generally include a common understanding of culture and a shared history. Ethnicity and race are seen as something fluid and socially influenced. Culture (one of the key components) is increasingly seen as constantly developing and reproducing our ethnic identities.

Equality

Equality is about eliminating disadvantage, discrimination, deprivation and treating people fairly. Equity is where groups have parity.

Gender

This is the sex-role identity used by humans to emphasise the difference between females and males. The words “gender” and “sex” are often used to mean the same thing, but sex relates specifically to the biological and physical characteristics which make a person male or female at birth, whereas gender refers to the behaviour and experiences associated with members of that sex. Gender stereotypes lead to sexism.

Gender identity

The gender to which you feel you belong.

Gender re-assignment

This is a protected characteristic under the Equality Act 2010 and relates to when a person changes from one gender to another, with or without medical treatment. The term Trans or Transgender is often used when referring to people who are or who have undergone gender re-assignment.

Harassment

Harassment is behaviour which is unwanted, uninvited, and which fails to respect the individual. Harassment can happen in and around the workplace, in communities, and has a harmful effect and creates negative feelings. It is left to the person experiencing the harassment to determine if the treatment is offensive and unacceptable.

Harassment is often subtle and long term, and can include a wide range of behaviours including unwelcome comments;

- offensive material and graffiti
- verbal insults, threats or obscene behaviour
- malicious complaints
- being ignored; overlooking or shunning particular employees
- unwanted physical contact; and offensive jokes
- bullying
- unjustified or unconstructive criticism
- violence

Heterosexual

Heterosexual is the term which refers to a man or woman who is emotionally and sexually attracted to people of the opposite sex.

Heterosexism/heteronormativity

Heterosexism is the assumption that every individual is heterosexual. This has been institutionalised in the family, as well as culture and the law.

Homophobia

Homophobia describes the aggressive or fearful feelings and behaviour directed at lesbians, gay men and bisexual men and women. This can range from jokes, graffiti, insults and threats, discrimination, to physical threats and violence.

Impairment

We use the word impairment to describe the grounds on which people are disabled.

Indirect discrimination

This is when a provision, criterion or practice is applied in a way that creates disproportionate disadvantage for a person with a protected characteristic as compared to those who do not share that characteristic, and this is not a proportionate means of achieving a legitimate aim.

Intersex

Intersex people are individuals born with anatomy and physiology that differs from contemporary ideas of what constitutes “normal” male and female. Genitalia may be ambiguous, but can often appear totally male or totally female. Often, but not always, people choose to present as either male or female.

Islamophobia

Islamophobia is a form of irrational hatred or fear of people who follow Islam. It is often replicated as discrimination, harassment, abuse or hate crime towards people of Asian and Arabian origin, sometimes this will include people who do not follow Islam.

In 2020, the Council adopted the All-Party Parliamentary Group (APPG) on British Muslims which states:

“Islamophobia is rooted in racism and is a type of racism that targets expressions of Muslimness or perceived Muslimness.”

The full definition and examples are shown in section 2.

Lesbians and gay men

Lesbian and gay are terms which most lesbians and gay men prefer rather than homosexual. Lesbians often prefer the term “lesbian” rather than gay woman because it reflects their separate identities and experiences.

LGB, LGBT and LGBTQ

This is used as the collective term for people who are lesbian, gay, bisexual, transgender, queer or who consider their identity to be subject to homophobia, transphobia or heterosexism.

Monitoring

This is one way that we can find out more about whether people from different backgrounds or equalities groups are using our services and are they being employed throughout the Council. We do this by asking people to complete confidential monitoring forms.

The information is stored separately from an individual’s personal information or protected in situations where discrimination could take place from those making decisions, such as in recruitment, to ensure

people get considered fairly, but also so that we can monitor the experiences of different groups of people who apply for our jobs.

Positive Action

Positive action is where there has been discrimination in the past, so we target our resources to work with people to overcome discrimination. It can be used in service delivery and employment and training. It is often used to address inequality and to address under-representation or remove barriers to equality.

Prejudice

An unfavourable opinion or feeling, formed beforehand or without knowledge or awareness, based on partial knowledge or selective use of knowledge. It is also unreasonable feelings, opinions or attitudes, especially hostile ones.

Protected Characteristics

The Equality Act 2010 has defined 9 protected characteristics:

Age, disability, gender re-assignment, marriage or civil partnership, race; religion or belief; pregnancy and maternity; sex and sexual orientation.

It is unlawful to discriminate on grounds of someone’s protected characteristic status, or because they are associated with someone who has such a status.

Race equality

Race equality is equality based on ethnicity, race and national origin.

Racism

Racism is discrimination on the grounds of colour, race, ethnic origins or nationality/national origins.

Racist Incident

The Stephen Lawrence Inquiry defined Racist incidents as, 'any incident which is perceived to be racist by the victim or any other person'.

Reasonable Adjustments

Reasonable adjustments are adjustments which can be made for disabled people, pregnant women, and people undergoing gender re-assignment, to assist them at work or in relation to the consumption or access to goods and services.

The law places a requirement on service providers and employers to make reasonable adjustments. Traditionally and most commonly this is for Disabled people by making changes to an environment, workplace, working arrangements, to aid communications and access, or by altering policies and processes to make services and employment more accessible and easier to gain.

Reasonable adjustments depend on a range of things, the individual, the employer or service provider's capacity to make such adjustments, and the context for the needed adjustment.

Religion and belief, including non-belief

For equality law purposes, the Equality Act 2010 provides a definition of religion and belief, including non-belief. In short a religion tends to have a clear structure and belief system.

Philosophical beliefs are defined as a belief that is genuinely held and more than an opinion. It must be cogent, serious and apply to

an important aspect of human life or behaviour. These beliefs could include vegetarianism or climate change.

Sex

The term sex (as in women and men are different sexes) refers to the biological differences between men and women.

Sexism

Sexism is discrimination based on sex. Traditionally such discrimination has operated against women by limiting employment and other opportunities, or by restricting rights such as voting rights.

Sexual orientation

Sexual orientation is a combination of emotional, romantic, sexual or affectionate attraction to another person. In other words it is about who you are attracted to, fall in love with and want to live your life with.

Stereotyping

This refers to having a fixed mental impression about particular groups of people. Stereotypes have developed whereby large groups of people are labelled as having the same limited, usually negative, characteristics. Even though most of the people in the group are nothing like the stereotype, the characteristics of a tiny minority are used to maintain the stereotype.

Transgender

An umbrella term for people whose gender identity/ or gender expression differs from their birth sex. The term may include, not is not limited to, transsexual people and others who see themselves as not clearly fitting into male or female identities. Transgender people may or may not choose to alter their bodies hormonally and/ or surgically.

Transsexual

A person who feels a consistent and overwhelming desire to transition and fulfil their life as a member of the opposite sex. Someone in this position will have the medical condition gender dysphoria. This term should only be used as an adjective: individuals should be referred to as transsexual people not as transsexuals.

Travellers, Gypsies and Roma

Travellers, Gypsies and Roma (Eastern European Roma) often face prejudice and discrimination and that anti-racist strategies must tackle the needs and experiences of these communities.

Victimisation

Victimisation is defined in the Equality Act as, 'treating someone badly because they have done a 'protected act' (or because you believe that a person has done or is going to do a protected act).'

A 'protected act' is:

- Making a claim or complaint of discrimination (under the Equality Act).
- Helping someone else to make a claim by giving evidence or information.
- Making an allegation that you or someone else has breached the Act.
- Doing anything else in connection with the Act.

Young

The definition of young changes over time and depending on the context or service responsibilities, so it could mean children of school age and younger, or people under 25, for example.

1 IHRA Working Definition of Anti-Semitism

In the spirit of the Stockholm Declaration that states: "With humanity still scarred by ...antisemitism and xenophobia the international community shares a solemn responsibility to fight those evils" the committee on Antisemitism and Holocaust Denial called the IHRA Plenary in Budapest 2015 to adopt the following working definition of antisemitism.

On 26 May 2016, the Plenary in Bucharest decided that:

"Anti-Semitism is a certain perception of Jews, which may be expressed as hatred toward Jews. Rhetorical and physical manifestations of anti-Semitism are directed toward Jewish or non-Jewish individuals and/or their property, toward Jewish community institutions and religious facilities."

The following examples may serve as illustrations:

Manifestations might include the targeting of the state of Israel, conceived as a Jewish collectivity. However, criticism of Israel similar to that levelled against any other country cannot be regarded as anti-Semitic. Anti-Semitism frequently charges Jews with conspiring to harm humanity, and it is often used to blame Jews for "why things go wrong." It is expressed in speech, writing, visual forms and action, and employs sinister stereotypes and negative character traits.

Contemporary examples of anti-Semitism in public life, the media, schools, the workplace, and in the religious sphere could, taking into account the overall context, include, but are not limited to:

- Calling for, aiding, or justifying the killing or harming of Jews in the name of a radical ideology or an extremist view of religion.

- Making mendacious, dehumanizing, demonizing, or stereotypical allegations about Jews as such or the power of Jews as collective – such as, especially but not exclusively, the myth about a world Jewish conspiracy or of Jews controlling the media, economy, government or other societal institutions.
- Accusing Jews as a people of being responsible for real or imagined wrongdoing committed by a single Jewish person or group, or even for acts committed by non-Jews.
- Denying the fact, scope, mechanisms (e.g. gas chambers) or intentionality of the genocide of the Jewish people at the hands of National Socialist Germany and its supporters and accomplices during World War II (the Holocaust).
- Accusing the Jews as a people, or Israel as a state, of inventing or exaggerating the Holocaust.
- Accusing Jewish citizens of being more loyal to Israel, or to the alleged priorities of Jews worldwide, than to the interests of their own nations.
- Denying the Jewish people their right to self-determination, e.g., by claiming that the existence of a State of Israel is a racist endeavor.
- Applying double standards by requiring of it a behaviour not expected or demanded of any other democratic nation.
- Using the symbols and images associated with classic antisemitism (e.g., claims of Jews killing Jesus or blood libel) to characterize Israel or Israelis.
- Drawing comparisons of contemporary Israeli policy to that of the Nazis.
- Holding Jews collectively responsible for actions of the state of Israel.

Anti-Semitic acts are criminal when they are so defined by law (for example, denial of the Holocaust or distribution of anti-Semitic materials in some countries).

Criminal acts are anti-Semitic when the targets of attacks, whether they are people or property – such as buildings, schools, places of worship and cemeteries – are selected because they are, or are perceived to be, Jewish or linked to Jews.

Anti-Semitic discrimination is the denial to Jews of opportunities or services available to others and is illegal in many countries.

2 The APPG Definition of Islamophobia

The All-Party Parliamentary Group (APPG) on British Muslims was established on 18 July 2017 to build on the work of the APPG on Islamophobia, but with a wider remit to examine a broad range of issues that British Muslims care about, and are affected by.

APPGs are composed of Members of both the House of Commons and the House of Lords. They are informal, cross-party groups that have no official status within Parliament, are not accorded any powers by Parliament or any of its Committees, and are independent of Government.

Following two years of consultation, on 27 November 2018, the APPG on British Muslims published a report titled “Islamophobia Defined: the inquiry into a working definition of Islamophobia.”

This report contained the following definition:

“Islamophobia is rooted in racism and is a type of racism that targets expressions of Muslimness or perceived Muslimness.”

Contemporary examples of Islamophobia in public life, the media, schools, the workplace, and in encounters between religions and non-religions in the public sphere could, taking into account the overall context, include, but are not limited to:


- Calling for, aiding, instigating or justifying the killing or harming of Muslims in the name of a racist/ fascist ideology, or an extremist view of religion.
- Making mendacious, dehumanizing, demonizing, or stereotypical allegations about Muslims as such, or of Muslims as a collective group, such as, especially but not exclusively, conspiracies about Muslim entryism in politics, government or other societal institutions; the myth of Muslim identity having a unique propensity for terrorism, and claims of a demographic ‘threat’ posed by Muslims or of a ‘Muslim takeover’.

Page 49

Accusing Muslims as a group of being responsible for real or imagined wrongdoing committed by a single Muslim person or group of Muslim individuals, or even for acts committed by non-Muslims.

- Accusing Muslims as a group, or Muslim majority states, of inventing or exaggerating Islamophobia, ethnic cleansing or genocide perpetrated against Muslims.
- Accusing Muslim citizens of being more loyal to the ‘Ummah’ (transnational Muslim community) or to their countries of origin, or to the alleged priorities of Muslims worldwide, than to the interests of their own nations.
- Denying Muslim populations the right to self-determination e.g., by claiming that the existence of an independent Palestine or Kashmir is a terrorist endeavour.

- Applying double standards by requiring of Muslims behaviours that are not expected or demanded of any other groups in society, e.g. loyalty tests.
- Using the symbols and images associated with classic Islamophobia (e.g. Muhammed being a paedophile, claims of Muslims spreading Islam by the sword or subjugating minority groups under their rule) to characterize Muslims as being ‘sex groomers’, inherently violent or incapable of living harmoniously in plural societies.
- Holding Muslims collectively responsible for the actions of any Muslim majority state, whether secular or constitutionally Islamic.



Telford & Wrekin Council Corporate Equality, Diversity and Inclusion Strategy

2022 – 2026

Communities Scrutiny Work Programme

Issue / Topic	Brief Description	Directorate	Council Values/Priorities	Meeting Comments
28 June 2023				
Terms Of Reference	For the Committee to agree the Terms of Reference for 2023/24	Policy & Governance	A community-focussed, innovative council providing efficient, effective and quality services	Constitutional Function
	Outcomes: That the Terms of Reference be agreed for the 2023/24 municipal year.			
Work Programme	For the Committee to agree the proposed work programme for 2023/24	Policy & Governance	A community-focussed, innovative council providing efficient, effective and quality services	Draft work programme delegated to each scrutiny committee by SMB on 6 June 2023
	Outcomes: The draft work programme be agreed with additions.			
Fly Tipping Scene Setting	To assess the fly tipping situation in the Borough, including measures taken to combat the issue, public feedback, and reporting	Neighbourhood & Enforcement Services	A community-focussed, innovative council providing efficient, effective and quality services	To provide Members with an overview of the work done to combat fly tipping and to enable the Committee to decide next steps.

			Our natural environment is protected, and the Council is taking a leading role in tackling the climate emergency	
<p>Outcomes: The Committee noted the presentation and decided to pursue the matter further with a workshop looking at fly tipping communications within the Borough.</p>				
11 October 2023				
Equality and Diversity Strategy	Review on the Council's equality and diversity strategy following the report being considered at Cabinet	Communities, Customer & Commercial Services	<p>Every child, young person and adult lives well in their community</p> <p>Everyone benefits from a thriving economy</p> <p>All neighbourhoods are a great place to live</p> <p>A community-focussed, innovative council providing efficient, effective and quality services</p>	An overview of the Council's existing strategy.
<p>Outcomes:</p>				

Elections Review	Review of the count process to capture best practice and the impact of legislative changes on voters, particularly those changes requiring voters to provide ID	Policy & Governance	A community-focussed, innovative council providing efficient, effective and quality services.	To receive a scene setting report on the elections process in Telford & Wrekin and the impact of Voter ID at local elections in May 2023. The Committee is to decide on next steps in the review.
	Outcomes:			
1 February 2024				
Social Value in Contracts	Review of the Social Value in Contracts scheme and consideration of the development of a social value impact fund and if this would be beneficial for the community	Prosperity & Investment	Everyone benefits from a thriving economy A community-focussed, innovative council providing efficient, effective and quality services.	To receive an introductory presentation on Social Value in Contracts with a view to setting up a further workshop to investigate specific areas of interest to the Committee.
	Outcomes:			
11 April 2024				
To be confirmed. Likely to be an update from a working group.				
	Outcomes:			

To Be Scheduled				
Domestic Violence Funding	To review the Council's funding of schemes targeting domestic violence.	Neighbourhood & Enforcement Services	<p>Every child, young person and adult lives well in their community.</p> <p>All neighbourhoods are a great place to live.</p> <p>A community-focussed, innovative council providing efficient, effective and quality services.</p>	<p>This item was suggested at the Committee's first meeting of 2023/2024.</p> <p>Members wish to examine funding assigned to domestic violence schemes with a view to adding value to any policies in place or being introduced.</p>
	Outcomes:			
Road Safety	To receive an update on the state of road safety in the Borough.	Neighbourhood & Enforcement Services	<p>Every child, young person and adult lives well in their community.</p> <p>All neighbourhoods are a great place to live.</p>	<p>This item was suggested at the Committee's first meeting of 2023/2024.</p> <p>This had been a regular item for the Committee in the past and they wished to continue this.</p>
	Outcomes:			