

Knowsley MBC

# Equality and Diversity 4 Year Progress Report

2012 - 2016

## Contents

Equality and Diversity 4 Year Progress Report .....	3
Executive Summary.....	3
Introduction and Purpose .....	3
General and Specific Duties .....	3
Demonstrating compliance with the General Duty of the Equality Act 2010 .....	4
KMBC Equality and Diversity Strategy 2012-2015.....	4
How the 2012 - 2015 objectives were met?.....	5
Achievements.....	5
Knowsley Works.....	8
Complaints and Compliments.....	9
Equality Impact Assessment .....	12
Examples of Service Improvements from Equality Impact Assessment.....	13
Equality Training .....	14
Future KMBC Equality and Diversity Strategy 2016-2019 .....	15
Upcoming Projects.....	15
Knowsley Veterans Hub .....	15
Head Start .....	16
The Adult Safeguarding Hub .....	16
Publishing.....	17
Your views are important to us .....	18

# Equality and Diversity 4 Year Progress Report

## Executive Summary

### Introduction and Purpose

The Equality Act 2010 was introduced to protect people from harassment in the workplace and also in wider society. The Equality Act places responsibilities on public sector organisations; as such, local authorities must consider all individuals when carrying out their day-to-day work – in shaping policy, in delivering services and in relation to their own employees. It also requires that public sector organisations:

- Have due regard to the need to eliminate discrimination;
- Advance equality of opportunity; and
- Foster good relations between different people when carrying out their activities.

The Equality Act 2010 identifies nine protected characteristics. They are as follows:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race (ethnicity)
- Religion
- Sex (gender)
- Sexual orientation

### General and Specific Duties

As part of the Council's obligations under the Equality Act 2010 we are required to publish information on how we have met our duties under the Public Sector Equality Duty (PSED). Each Public Body with more than 150 employees is expected to:

1. Publish information to demonstrate its compliance with the general equality duty. This needed to be done for the first time by 31 January 2012 and at least annually thereafter. This information must include, in particular, information relating to people who share a protected characteristic who are:
  - Its employees, and
  - Affected by its policies and practices.
2. Each listed authority (including schools and pupil referral units separately from their Local Authorities) must prepare and publish one or more equality objectives to further the aims of the general equality duty. This needed to be done for the first

time by 6 April 2012 and at least every four years thereafter. The objectives must be specific and measurable.

Both the equality information and the equality objectives must be published in a manner that is accessible to the public. They can be published as a separate document, or within another document such as an annual report or a business plan.

The [Annual Workforce Profile](#) detailing the make-up of Knowsley Council employees by the protected characteristics is available on our website. This report focuses on the people who are affected by Knowsley Council policies and practices and how we have met the equality objectives that we set in 2012.

## Demonstrating compliance with the General Duty of the Equality Act 2010

Knowsley Council demonstrates compliance with The Equality Act 2010 by using the following three mechanisms to implement its equality objectives within its business and management processes:

1. **Equality Impact Assessments** - must be used to demonstrate that the Council has given “due regard” to the general equality duty within its decision-making, commissioning, employment, procurement and service delivery functions.
2. **Equality Monitoring** - equality profiles must be used appropriately within consultation, complaints and other monitoring process to demonstrate equality of opportunity in access, quality and outcome across service delivery and employment.
3. **Equality and Diversity training** - corporate standards, a comprehensive suite of training interventions and one to one support to ensure that staff, management and elected members understand the Equality and Diversity Policy Statement and their responsibilities.

## KMBC Equality and Diversity Strategy 2012-2015

The Knowsley’s Council Vision of “Improving People’s Lives” included two strategic equality and diversity objectives highlighted within the Council’s Corporate Plan 2012-2015. These were:

- Narrowing the Inequality Gap; and
- Empowered, resilient diverse communities.

Underneath the strategic objectives there are a number of measurable indicators:

- % of residents who strongly agree/agree that neighbourhood is a place where people from different backgrounds can get on well together;
- % of residents who strongly agree/agree that they can influence decisions that affect their neighbourhood; and
- To achieve “Excellence” level of the Equality Framework for Local Government by March 2013;
- To fully implement all recommendations from the EFLG assessment report.

## How the 2012 - 2015 objectives were met?

The final outturns for the above objectives are:

		Wave of Research							
		Winter 2013/14		Spring 2014		Summer 2014		Autumn 2014	
		Count	%	Count	%	Count	%	Count	%
Q12A. I can influence decisions that affect my local area	Strongly agree	25	2%	15	2%	29	2%	29	3%
	Agree	256	24%	166	22%	287	24%	309	27%
	Neither agree nor disagree	163	15%	89	12%	129	11%	145	13%
	Disagree	349	32%	368	48%	525	44%	478	42%
	Strongly disagree	285	26%	124	16%	221	19%	186	16%
	Total	1,078	100%	762	100%	1,191	100%	1,147	100%

		Wave of Research							
		Winter 2013/14		Spring 2014		Summer 2014		Autumn 2014	
		Count	%	Count	%	Count	%	Count	%
Q12B. My local area is a place where people from different backgrounds can get on well together	Strongly agree	136	12%	34	5%	112	10%	83	7%
	Agree	653	60%	498	67%	718	62%	781	69%
	Neither agree nor disagree	182	17%	85	11%	136	12%	123	11%
	Disagree	96	9%	98	13%	143	12%	121	11%
	Strongly disagree	23	2%	29	4%	40	3%	20	2%
	Total	1,090	100%	744	100%	1,149	100%	1,128	100%

As the first table above shows the number of people who agree or strongly agree that they can influence decisions in their local area rose by 4% to 30%. This progress is replicated in the second indicator which also shows an increase of 4%.

### Achievements

#### The Knowsley Engagement Forum

The Knowsley Engagement Forum has been in place for the past 3 years. Initially the forum was developed to support the local community to engage with the work of the Health and Wellbeing Board in Knowsley; overtime this role has broadened to include working with the strategic partnership and Adult Safeguarding Board. The local community has membership at the Engagement Forum via the partnership boards and community engagement groups across Knowsley. This includes Older People, Carers, People with a Learning Disability and Physical and Sensory Impairment through respective Partnership Boards. Community members are also represented through the Knowsley User Led Organisation, Autism Services Development Group, Healthwatch Knowsley, Knowsley Ethnic Minority Support and Knowsley Youth Mutual.

An example of the work of the Engagement Forum is the co-production of the Adult Social Care Local Account for Knowsley. This activity has provided a real opportunity for community members to shape the Adult Social Care Provision in Knowsley. The input from community members, through ongoing dialogue has shaped the style and content of the document itself, resulting in a more user friendly design, but more importantly ensured that the direct experiences of community members have been captured and reflected in the document. This has led to a tracking of progress made in key areas of Adult Social Care provision and ongoing discussion about what is working well and what can be addressed moving forwards. For development of the 2015-16 local account 98 community members took part and contributed to the process.

## **Working Well**

The Working Well Programme is now in its fourth year and has recently been awarded the National Charter Framework Award, The Royal Society for Public Health and was highly commended at the Municipal Journal awards. The aims are to improve the health of people who live and work in Knowsley by working with business to reduce sickness absence and running specific projects including staff swimming lessons, the flabby cabbie initiative and opening the Courtyard Cafe.

The programme seeks to engage with people who aren't accessing health and wellbeing services and include outreach work at community events.

An example of the broad nature of the Working Well activities is the Courtyard cafe based on Admin Road Kirkby. This is a social enterprise that seeks to provide catering training to people with learning difficulties or who are NEET (not in education, employment or training) to gain industry standard qualifications for employability purposes.

**Knowsley's Short Breaks** programme works closely with young people and families to co-produce the offer available to them. A new group "Plan B" has formed with young adults with autism to support each other and create a safe social network and is grant funded by the council.

The production of the **Knowsley Local Offer** for disabled children and their families was co-produced with the local family forum. A set of co-production principles were developed and parents and young people were involved in all work streams and the design of the website. The commissioning team are working to embed the principles of co-production on all relevant tender processes.

## **Meadowbrook**

Meadowbrook is a partnership (KMBC, Knowsley Youth Mutual, Activate Community and Education Services and Knowsley Community College) run education and training programme for 19-25 year old learners with learning difficulties or disabilities. It is jointly funded by KCC and KMBC and run at Our Place youth centre in Huyton and The Bracknell Centre in Kirkby. The programme focuses on improving independent living skills and progression to supported employment. Since the programme started in September 2012,

36 young people have completed the programme, of whom 30 are still in (as of April 2016) education, training, volunteering or employment opportunities. There are 30 learners currently on the programme and we intend to recruit 10 a year going forward.

### **The Bracknell Centre, Kirkby**

The Bracknell Centre is the home of Activate Community and Education Services. The building was formally a Council school site that had become vacant in 2013. Activate needed premises in order to deliver education and training programmes for learners with learning difficulties and the Council agreed to a long term lease on the building in return for Activate delivering a number of social impact outcomes each year. With the lease Activate were able to access capital and revenue grants and have developed the site to become fully equipped for young people with profound and multiple learning disabilities (PMLD). This is a unique facility in the area that provides a progression route for the highest needs pupils from Knowsley's special schools and also attracts learners from across the Liverpool City Region.

### **FACE Forward**

FACE, in partnership with NHS 5 Boroughs Partnership Trust (Recovery Service), has run, since May 2015, a project to deliver community learning programmes for adults with mild to moderate mental health problems. Activity is aimed at developing, delivering, evaluating and sharing educational approaches to support recovery from mental health problems. Participants' progress is measured using standard tools to measure anxiety (GAD-7), depression (PHQ-9) and well-being (WEMWEBS). 100 individuals were engaged and evidence of recovery includes reported impacts on confidence, life satisfaction, social relationships, and perceptions of self-worth and life goals. Quotes from participants include:

- Lynn: "these classes have made such a difference to my life and recovery that I feel it is extremely important for them to carry on. In the past, I have tried many different medications and therapies, however, none have been as beneficial and effective for my well-being than the FACE Forward educational courses"; and
- Jason: "my mental health has improved massively because of these education courses and I believe they have been the main part of my recovery and at the moment I feel like a sponge and just want to learn. To me education has been the one main thing that has helped me through my recovery. Looking back I realise now I always had very little confidence and self-esteem. I have now become employed in the mental health sector".

### **Black and Minority Ethnic Community Support (Mental Health)**

The service works in partnership with BME communities, faith groups, religious leaders, statutory providers, and local voluntary and independent service providers and provides a role in connecting existing resources. This is not a direct access service for people with mental health problems but a resource for a network of community groups in the locality.

Outcomes:

- Supports Halton, Knowsley and St Helens Mental Health providers to gather feedback from a range of community groups on the quality and appropriateness of mental health service delivered
- Works with a range of community groups and organisations in all three localities to inform them about how the mental health system works and how to access it appropriately.
- Provides advice and support to Halton, Knowsley and St Helens Mental Health providers about how to improve the quality of their service materials and treatment information and delivery appropriate to different BME communities.
- Provides advice and support to Halton, Knowsley and St Helens Mental Health providers about the community resources which might be available within the localities to support an individual's recovery.
- Brokers close working relationships between Halton, Knowsley and St Helens Mental Health providers and BME community groups and organisations and support development of direct referral protocols where appropriate.
- Supports Halton, Knowsley and St Helens mental health providers in developing and implementing innovative ways of ensuring all members of the localities' population have access to quality information.
- Facilitates community participation and ownership for people from BME groups of the wider mental health agenda.
- Supports local groups and networks to be partners in developing and improving mental health and associated social care services.
- Facilitates formal links to local partnerships and organisational structures through representation on relevant stakeholder and partnership boards.
- Signposts BME community groups and relevant individuals to information, resources and sources of funding so that local residents can take action to meet their own needs.
- Refers and signposts service users to appropriate advocacy services within their local authority when this is deemed necessary.
- Works with Healthwatch organisation to ensure that individual user experience of mental health services are known and acted upon.

### **Knowsley Works**

The primary objective of the Knowsley Works service is to support all residents into employment through information, advice and guidance as well as job brokerage and apprenticeships. The service supports business growth through access to skills and employability training, and effective recruitment.

The Knowsley Works service represents a Council investment above and beyond mainstream employment services, in recognition of the specific challenges the Borough's residents' face in accessing jobs. Examples of good practice include:

- Digital inclusion - working to ensure residents can access opportunities and services in a different way;

- Economic regeneration - delivering effective learning and skills sessions to raise adult skills across key growth sectors;
- Sourcing vacancies - all workless Knowsley residents are given the opportunity to access the job vacancies that are secured through Knowsley Works;
- Providing apprenticeship opportunities for young adults; and
- Supporting residents and their families with multiple barriers into employment.

Examples of customer feedback include:

Basic Digi IT – 2 day course aimed at customers with no IT skills who are disadvantaged in applying for work and are under pressure to do so:

- ‘Always wanted to learn the computer. Had a really good time...’
- ‘Tutors were excellent they showed how to get familiar with IT skills, email etc...They also made sure that everyone was at the same level before moving on. Tutors very supportive and helped me to gain confidence when using a computer.’

Confidence and motivation – 2 day course for long term unemployed clients, including Work programme clients who have not worked due to physical or mental health issues and are mandated to look for work:

- ‘I have learned how to take positives from situations and not concentrate on the negatives, and to set myself realistic goals that I can achieve.’
- ‘I was glad I attended the 2 day confidence and motivation with (Knowsley Works trainer), have not been focussed of late but this course gave me some time to express myself.’

### Complaints and Compliments

We are unable to report complaints under protected characteristics as although we ask for the information to be provided on the complaint page of the Knowsley Internet, we are rarely provided with this information from the complainant. In addition, where there is low numbers who may disclose their protected characteristic, it would not be appropriate to publish this information as individuals may be easily identified.

All complaints are recorded and dealt with under the appropriate complaints procedures and documented in this report. Accordingly a request for service would not be registered and dealt with as a complaint but as a request for action. A [copy of the Council’s policy](#) and procedure is available on line.

Feedback from residents and service users in making complaints is important to the Council. It is an opportunity to learn why people find services unsatisfactory, and what we can do to improve provision to our service users.

### Volume of Complaints Received

A total of 929 complaints were received for the period 1 April 2014 to 31 March 2015 of which 745 were corporate complaints, 104 adult social care and 80 children’s social care.

The customer liaison team remains the central point for recording, monitoring and reporting complaints, comments and compliments.

The overall figures for complaints received for each quarter of this year are shown below:

	Quarter One	Quarter Two	Quarter Three	Quarter Four	Annual Total
<b>Corporate</b>	212	218	173	142	<b>745</b>
<b>Adults</b>	20	30	33	21	<b>104</b>
<b>Children</b>	18	25	16	21	<b>80</b>
<b>Total</b>	<b>250</b>	<b>273</b>	<b>222</b>	<b>184</b>	<b>929</b>

### Response Time

The table below shows the response times to complaints (target was 10 working days):

	2014/15
<b>Corporate</b>	92
<b>Adults</b>	88
<b>Children</b>	78

To acknowledge and support the reduction in resource across the council, from 1 September 2015, targets for responses to corporate complaints increased from 10 days to 15 days.

### Complaint Outcomes - Upheld/Justified

#### Stage One

The table below shows the number of complaints upheld/justified during 2014/15. Overall 11.3% of the complaints made to the Council were upheld/justified on review.

	Quarter One	Quarter Two	Quarter Three	Quarter Four	Total
<b>Corporate</b>	17 (9%)	20 (10%)	14 (8%)	16 (11%)	<b>9 %</b>
<b>Adults</b>	3 (15%)	9 (31%)	4 (12%)	8 (38%)	<b>23%</b>
<b>Children</b>	3 (16%)	4 (16%)	1 (6%)	6 (28%)	<b>17.5%</b>
	<b>23</b>	<b>33</b>	<b>19</b>	<b>30</b>	<b>105/929 11.3%</b>

If a complainant is unhappy with the Council’s response to their complaint, it can be escalated to stage two. Stage two provides a further opportunity to investigate any issues raised by the complainant. During 2014/15, 37 complaints were escalated to stage two of the “Have your say” process and one complaint to stage two of the Children’s statutory complaint process. Four of the 37 complaints were upheld or justified on further investigation. The outcome for

the one statutory complaint was that some elements of the complaint were upheld and some not upheld.

## **Stage Two**

The Council received a total of 38 stage two complaints:

- 37 Corporate complaints
- 1 Children Statutory complaint

The response time was achieved for 28 of the 37 stage two corporate complaints with the remaining nine failing to achieve the target response date. Complainants were communicated with regularly, including explaining the reasons for the delay.

The one Children's statutory complaint was completed within the extended 65 day timescale. Progress against the actions resulting from complaints is monitored on a quarterly basis.

## **Themes**

Below shows a summary of the top 6 services that received the highest number of corporate complaints:

1. Waste and Recycling – 179 complaints (24%)
2. Environmental Health – 118 Complaints (16%)
3. Revenue and Benefits – 92 complaints (12%)
4. Street Scene – 68 complaints (9%)
5. Highways – 43 complaints (6%)
6. Leisure – 36 complaints (5%)

The highest number of corporate "Have you say" complaints received for this year related to Waste and Recycling. This area also received the highest volume of complaints in 2013/14. However, there was a two percent decrease in the volume of complaints received. The themes for this service area include amendments to collection dates, collection issues and charges for replacement bins.

Environmental Health received the next highest volume of complaints for the Council; the main theme for these complaints is fixed penalty notices and the validity of such fines. The volume of these complaints has reduced from 17% received in 2013/14 to 16%.

Revenue and Benefits received financial complaints regarding benefit payments, Council tax charges and the collection of payments.

Communication continues to be a significant theme across all complaint categories. Where communication issues have been highlighted, actions are undertaken to improve these issues. Heads of Service and Directors receive regular updates regarding service improvements implemented as a result of complaints.

All service areas have received a number of complaints referred to as internal reviews when relating to Freedom of Information request (FOI). These requests predominantly relate to the use of exemptions and in some cases the failure to meet timescales. The Council deals with internal reviews under the “Have your say” complaints process as agreed by the Information Commissioners Office (ICO).

Complaints received for Adults Social Care related to:

1. Communication – 29 (28%)
2. Finance – 25 (24%)
3. Care support -24 (23%)
4. Commissioned Providers -11 (11%)
5. Other – 15 (14%)

The highest number of complaints received related to Communication, (28%). This includes complaints regarding delays to the progress of applications regarding care and the results of panel applications. However, a large number of complaints are received for telephone calls not returned or failure to make contact with a social worker when their office base is called. Other complaints received include financial complaints regarding the Direct Payment rate changes when a child completes a transition into Adult Services, the introduction of charging polices for contributions towards transport and reductions in care packages following assessments such as reductions of respite provision or reductions in Day Centre allocations.

Complaints received for Children’s Social care:

1. Communication – 22 (28%)
2. Contact, supervision, placements – 19 (24%)
3. Care Orders 19 – (24%)
4. Finance - 6 (7%)
5. Other – 14 (17%)

The highest number of issues received for Children’s social care related to communication (28%). This relates to complaints that are received for telephone calls not returned or failure to make contact with a social worker or failure to respond to letters received. The Council has also received complaints regarding process and decision making relating to placements, contact order, supervisions and the initiation of safeguarding procedures (24%), care orders (24%) and financial payments e.g. foster care and special guardianship order payments (6%).

Of the total number of complaints received for Children’s Social Care 27 % related to Children Looked After or those whom have recently left the care of the Authority. Of the 22 complaints received, seven complaints were received directly from the young people themselves. To support and encourage contact regarding complaints, the Designated Complaints Officer (DCO) regularly attends the Children’s Make a Difference Everywhere (MADE) Senior and Junior groups and a letter of introduction has been sent to all Children Looked After to encourage direct contact relating to complaints.

## **Equality Impact Assessment**

The Public Sector Equality Duty requires the Council to assess the impact of decisions on underrepresented groups. Knowsley Council's method for complying and further documenting our commitment to equality and diversity is through the implementation and completion of Equality Impact Assessments. An equality and diversity impact assessment is a way of finding out whether a decision affects different groups of people in different ways. These assessments must be undertaken to comply with our organisational commitments and statutory obligations.

As part of Knowsley's commitment to equality and diversity, impact assessments will be undertaken of every relevant decision and will take into account the Equality Act 2010 General Duty, The Human Rights Act 1998, the Health and Social Care Act 2012 and the Care Act 2014.

Equality Impact Assessments cover the following protected characteristics:

- Age
- Disability
- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race (including Gypsies and Travellers)
- Religion and Belief
- Sex (Gender)
- Sexual Orientation
- Offending Past
- Carer's Status
- Social Economic Status (including Child Poverty)

In recognition of particular local characteristics, Knowsley Council has chosen to include within our equality impact assessment analysis Carer's, Offending Past and Socio-economic Status and Child Poverty. Within our Joint Strategic Needs Assessment we also recognise the needs of Veterans and their families as a vulnerable group which is demonstrated by our lead on the public, private and voluntary sector Armed Forces Community Covenant.

The results of the Equality Impact Assessments will be used to address negative issues which may arise from existing or proposed policies, including the identification of potential for discrimination and the consideration of alternative proposals and activities that will not have any adverse impact.

### **Examples of Service Improvements from Equality Impact Assessment**

The Equality Impact Assessment process is embedded into the commissioning cycle and in the process for developing strategies and policies. For example, in practice the process for commissioning public health services follows a specific pathway. During the initial process of developing the service specification, a wide range of stakeholders are consulted to help shape the scope and ensure that equality and diversity needs are addressed. After considering the findings of the consultations, a draft specification is developed and then an

equality impact assessment is conducted, which helps to ensure that no protected characteristic groups are overlooked or disadvantaged unfairly. If any particular population group is potentially disadvantaged appropriate mitigation factors are included within the specification. However, in reality this stage of the process is a sense check as many changes as a result of the consultation are made in advance of the EIA being conducted. The result of this process being embedded and implemented has led to service improvements due to improved specifications being produced which meet the needs of the target population more fully and helps to ensure that potential inequalities are minimised. An example of this process is that following feedback from the consultation phase for Falls and Wellbeing Service, significant changes were made to the specification. This meant that when the EIA was carried out on the specification no further changes were required. However, in this commissioning process carrying out an EIA ensures that nothing has been missed during the development of the specification.

## Equality Training

Knowsley Council aims to promote a culture where learning and development is promoted and supported to enable all employees regardless of Age, Disability, Gender reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race (including gypsies and travellers), Religion and belief, Sex (Gender), Sexual Orientation, Carer's Status, grade or post to realise their full potential both at work and in the community.

Knowsley Council and partners recognise the importance of equal opportunities and equal access to learning and the need to take positive steps to make reasonable adjustments to meet the learning and development needs of employees. The partners will ensure that learning and development opportunities will be available to all employees.

The Council is committed to providing appropriate learning and development programmes to ensure that employees are aware of current equality and diversity issues and their responsibilities. Examples of equality and diversity training that is undertaken include (this is not exhaustive):

- All elected members receive equality and diversity awareness;
- All elected members receive equality impact assessment and "due regard";
- All staff involved in recruitment and selection must complete an e-learning module and test. The test has a 90% pass mark. Managers that don't obtain the pass mark after 2 attempts are given one-to-one coaching.
- Equality Impact Assessment training is available as e-learning, one-to-one and bespoke team sessions;
- All Heads of Service receive one-to-one support in the completion of EIAs on service plans;
- Equality and Diversity Awareness training available as e-learning and bespoke team session; and
- Equality and Diversity module as part of the Care Certificate.
- Equality and Diversity awareness is included in "Welcome to Knowsley", a one day all service presentation which orientates new employees to the council.

## Future KMBC Equality and Diversity Strategy 2017-2020

The Knowsley Council vision is to make Knowsley the 'Borough of Choice'. Whilst the physical assets of the Borough - its green space, leisure facilities, its infrastructure and connectivity - are of very high quality, its greatest potential asset is its people and their families. Fundamentally we need more families wanting to come to live in our Borough to make it sustainable and to do this we need to put the conditions in place so that all families can thrive and achieve their full potential.

To help deliver this vision, the Council has identified the following equality objectives:

- Listen to and collaborate with the community;
- Promote an inclusive and trusting working environment; and
- Embed equality within all we do.

The objectives aim to address some of the challenges facing families in the Borough in terms of educational attainment, future life chances and ill health caused by the high levels of poverty and worklessness that are evident, not just in individual lives, but also in generations and in our communities. Our focus will be to stop problems escalating by working in a more preventative way or by providing early help to identify and support individuals before problems become acute or intractable. Improving education and attainment outcomes for children and young people from early years through to Key Stage 5, tackling child poverty, promoting emotional resilience, and reforming our care system are just some of the ways in which we will address inequality gaps, including the outcomes for the most vulnerable in our communities.

We recognise that there are certain groups of individuals who are likely to need more protection than others and we will actively seek to ensure that these groups of people are protected and that their access to opportunities is actively promoted.

We acknowledge our roles and responsibilities as an organisation and we commit to ensuring that our internal processes and ways of working promote equality and ensure that no one is disadvantaged by how we operate as an organisation. We also have a role in shaping and influencing the area and the culture of the communities in Knowsley, and we are committed to ensuring that principles of equality are embedded in this role

## Upcoming Projects

### Knowsley Veterans Hub

As an activity component of the Borough's Armed Force's Community Covenant from 2015 facilitate the establishment of a Knowsley Veterans Hub. The intention commencing January 2016 will reflect a full time paid ex-service personnel co-ordinator to satellite support sessions across the Borough of Knowsley for ex-service personnel, veterans and their family members. The project's main focus is increasing mental wellbeing and reducing social isolation.

Upon joining the project, all participants will undertake an informal discussion that will be guided by a Personal Action Plan (PAP). The PAP will provide baseline data for various areas including mental wellbeing (WEMWBS) and social isolation (Friendship Scale). The two tools, applied to measure these areas, are both academically validated and are recognised universally. The tools allow for comparison pre- and post while also allowing comparison with local and national data.

Following engagement, participants will engage in various activities in line with the areas identified in the PAP to improve their mental wellbeing and reduce social isolation. The priority areas may be around debt management, unsuitable housing, unemployment, few or no friends, low confidence or poor health.

### Head Start

A tested and proven theory of change programme which focuses on emotional first aid and wellbeing. The intention is to support a process to enable young people to become resilient, socially and emotionally competent and remain positive when faced with adversity and challenges, fulfilling their potential. The 5 year programme consists of the following which are considered as key principles to meet the outcomes:

- A resilience promoting culture which supports the emotional and mental wellbeing of young people;
- Young people are taught resilience building skills & techniques (e.g. mindfulness Stop Gap Go, mental toughness/RP);
- Young people have access to emotional coaching and where appropriate counselling;
- Young people are aware of the dangers of using social media and how to safeguard themselves;
- People working with / alongside young people including parents / carers are trained in EFA / resilience; and
- An Asset Based Community Development (ABCD) approach is established where a culture of social learning is promoted.

### The Adult Safeguarding Hub

#### ***People feel safe, in control and able to live a good quality of life***

Safeguarding is everybody's business. The introduction of the Making Safeguarding Personal programme will ensure that adult safeguarding procedures are person centred and that service users are listened to and enabled to make their own choices.

The safeguarding agenda is a major element of the transformation of Knowsley's Adult Social Care Services, with robust safeguarding principles and procedures integral to the success of the programme. The development of an Adult Safeguarding Unit as part of the MASH (Multi-Agency Safeguarding Hub) will drive forward this agenda and ensure standards are met.

### Objectives

- To raise the profile, improve perceptions and understanding of adult safeguarding and how the public can report a safeguarding issue.
- Highlight the Council's and partner agency commitment when responding to Adult Safeguarding concerns in a way that puts the person at the centre of any enquiry.
- To provide a regular and consistent flow of information relating to the work of the Safeguarding and Quality Unit and the adult component of the Multi-Agency Safeguarding Hub (MASH).
- Improve understanding of the work and priorities of the Adult Safeguarding Board, highlighting future aspirations and positive outcomes.
- Improve engagement with other agencies and organisations which have responsibilities in relation to adult safeguarding to promote and support good practice across all agencies.

### **Key messages**

- Adults with care and support needs in Knowsley must be safeguarded
- All people in our community have a right to live in safety without fear of harassment or harm
- Safeguarding is everyone's business - we all have a responsibility to ensure that adults at risk are safe
- It is simple and easy to report concerns about the welfare of any adult with care or support needs.
- We will ensure that those who have concerns about an adult with care and support needs know how to report abuse
- All safeguarding concerns will be dealt with swiftly and in a responsive way, keeping the adult at the centre of the process
- Feedback from all those involved in safeguarding issues will inform the business priorities of the Safeguarding Board.
- The full establishment of an adult's team within the Multi-Agency Safeguarding Hub (MASH) will be key to reinforcing Adult Safeguarding as a priority in Knowsley

### **Publishing**

This document is published in line with the specific public sector duty under the Equality Act 2010 to publish information to demonstrate its compliance with the General Duty of the Equality Act 2010: to give due regard to eliminating unlawful discrimination, advancing equality of opportunity and fostering good community relations within decisions, policy and service delivery.

Knowsley Council regularly report on equality and diversity progress:

- The council Equality and Diversity Implementation Group regularly reports on progress on its business plan to the Senior Managers Group;
- Regular Equality Progress Reports are reported to Chief Officers and Portfolio Holder;
- The Council's decision-making processes are published upon the Council's website and include:
  - Reports on Equality Impact Assessment. These are available to anyone who requests them.

- In line with normal requirements related to information for the public, information produced will be available in different formats on request (large print, on tape, translated, in Braille etc).

In addition, the Council publishes an Annual Workforce Equality Monitoring Report.

### **Your views are important to us**

Comments concerning this document or Knowsley Council's equality and diversity performance are very welcome. You can send comments to us in the following ways:

**Email:** [equalities@knowsley.gov.uk](mailto:equalities@knowsley.gov.uk)

**Tel:** (0151)-443 3759

**Type Talk:** 18001 0151 443 3759

**Or write to:**

Community Cohesion Manager,  
Knowsley Council,  
Westmorland Road,  
Huyton,  
L36 9GL