



‘Valuing Everyone’ Annual Report 2015/16

Foreword

Welcome to 'Valuing Everyone' our second equality and diversity annual report, covering the period April 2015 to March 2016. The aim of this report is to look at some of the ways equality and diversity is an everyday part of everything that we do.

It is a useful way in which to record some of the fantastic progress we are making and to demonstrate some of the activities going on within and outside Byker Community Trust.

Our work in support of equality and diversity issues helps us to deliver our Corporate Plan and directly links to Our Mission:

'We work for people who have a voice and influence in our business; we celebrate our diverse neighbourhood; we provide quality homes, environment and services.'

We know Byker is a very diverse community and we try our very best to understand individuals and their needs. Despite our best endeavours we won't always get it right and where we don't, we welcome challenge and feedback to enable us to learn and wherever possible remedy any mistakes.

This report highlights some of our approaches and shows the difference it can make to our tenants. Our tenants are at the heart of everything we do and with the government changes to the welfare benefit system and spending cuts to public services, it has never been a more important time to make sure that equality is embedded into our services.

Jill Haley

Chief Executive

What is Equality and Diversity?

Equality and Diversity at Byker Community Trust is all about having a better understanding of who our tenants and staff are. By understanding who they are, and their particular needs, we can hopefully meet those needs in the provision of our services and investments. By doing this on a day-to-day basis we ensure that we take this into account when planning our priorities for the future.

Equality Act 2010 and the Public Sector Equality Duty

The Equality Act 2010 came into effect in October 2010 and replaced previous anti-discrimination laws with a single legislative Act.

The Equality Act 2010 states the Public Sector Equality Duty that Byker Community Trust is required to meet. The General Duty requires Byker Community Trust to:

- Eliminate unlawful discrimination, harassment and victimisation and any other conduct prohibited by the Act;
- Advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
- Foster good relations between people who share a protected characteristic and people who do not share it.

The Act defines protected characteristics against which it is illegal to discriminate:

Age	Disability	Gender Reassignment
Race	Religion or Belief	Pregnancy and Maternity
Sex (Gender)	Sexual Orientation	Marriage and Civil Partnership

We apply these principles whilst delivering our services at all times. We have also contributed towards the general duty through a number of specific projects delivered throughout the year. We promote and publish these projects in our newsletter and also on our website.

BCT Equality and Diversity Strategy

We have also published our equality commitments as part of our Equality and Diversity Strategy and this is available to view on our website (www.bykercommunitytrust.org).

Supporting Equality and Diversity throughout the year

At Byker Community Trust we deliver a wide range of day to day services that support the diverse needs of our tenants and the wider community. Each year we get involved in a number of much wider projects and activities to support and promote diversity.

This is our 'Valuing Everyone' year...

April 2015

- Continued to work with Gordon Road Tenant and Residents Association
- Tenant Scrutiny Panel considered equality and diversity issues as part of their review.
- Supported the Stags Head Football Club through the Community Activities Fund
- Working with the Tenant Communications Group to develop an Annual Report which is accessible to all tenants



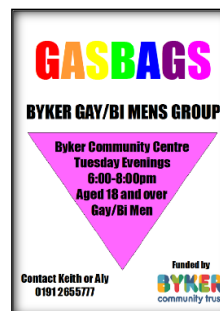
May 2015

- Chirton House was officially opened by John Prescott MP. The new facility for the over 50's boasts 16 one and two bedroom high quality, apartments including two ground floor apartments that have been specifically adapted for wheelchair accessibility.
- Gordon Road Tenants and Residents Association hold community litter pick
- Community Engagement and information event held at ACANE
- Working with the Youth and Play Forum to develop a summer activities programme



June 2015

- Fundraising workshop held to support community groups
- Supported Swaheli Group to enable them to use the Chevron to hold meetings
- Carried out presentation to GASBAGS (LGBT Group) meeting.
- New BCT Business Administration Apprentice starts
- Partnership between veterans from Avondale and YMCA leads to YMCA Office being given a face lift



July 2015

- Over 1100 people attend the BCT Family Fun Day
- BCT Annual Report to Tenants wins TPAS Northern Region Award for Excellence in Annual Report
- Children from Byker Primary School attend Award event at St James Park.
- 'Summer fun in Byker' printed to support young people activities across the summer



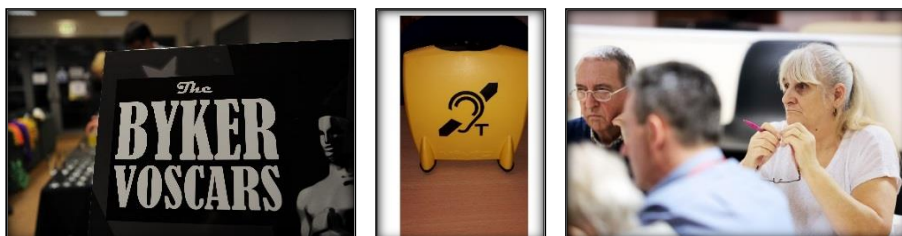
August 2015

- BCT supported activities across the summer including YMCA's 'Pop Up Breakfast Club'
- Community litter pick brings partners together



September 2015

- BCT continuing to work with the Byker Village Tenant and Resident Association
- The Byker Voscars celebrate Bykers community champions
- The Hearing Loop continues to be accessible at the BCT reception



October 2015

- Second Annual Report to Tenants issued
- Rookie Sports hold the Golf Byker Cup
- The TV Aerial system included in the Byker Wall has been designed in such a way as to access tenants to a wide range of ethnically diverse channels.
- Discussions being held regarding converting 10 Hobby Rooms into properties including creating 2, 2 bedroom disabled adapted properties.



November 2015

- Consultation event held to seek the views of tenants in relation to the concierge and the Byker Wall
- Review of Reception Area carried out with tenants
- Tenant Reference Group established
- Participatory Budget Steering Group award funding to Year 3 projects
- We consulted with all BCT tenants in relation to the proposed changes to the services we provide them with



December 2015

- Christmas Card competition held at Byker Primary School
- Exploring with tenants giving a voice to the tenants at Chirton House
- Collection carried out for local foodbank



January 2016

- The Tenant Scrutiny Panel First Report called 'Listening to views and acting upon them' goes to Board
- Work continues with the Gordon Road and Byker Village Tenant Associations



February 2016

- Byker Sports Partnership centre court with Newcastle Eagles
- Chirton House Tenants agree to join the Byker Village Tenant and Resident Association



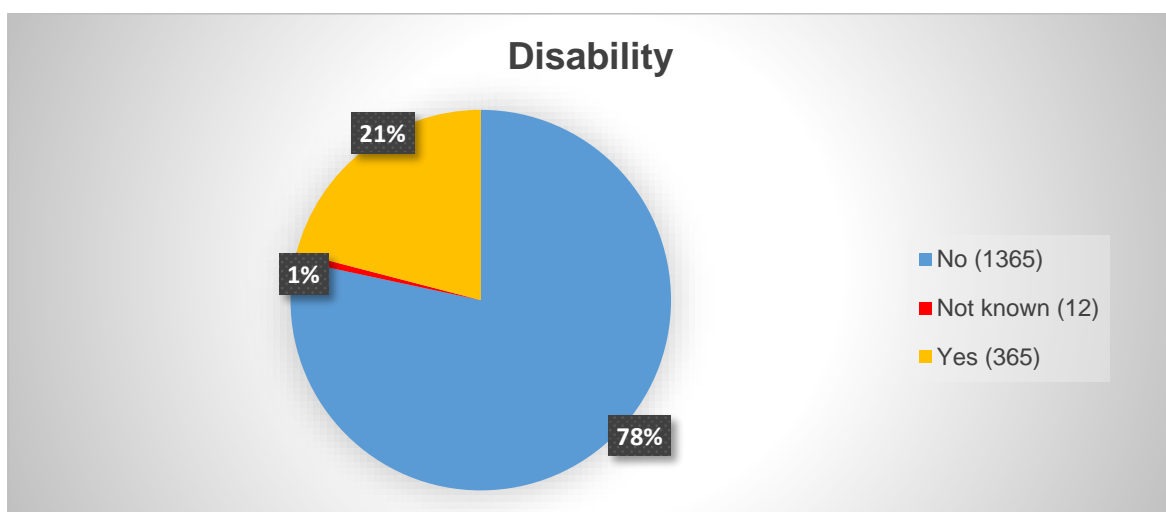
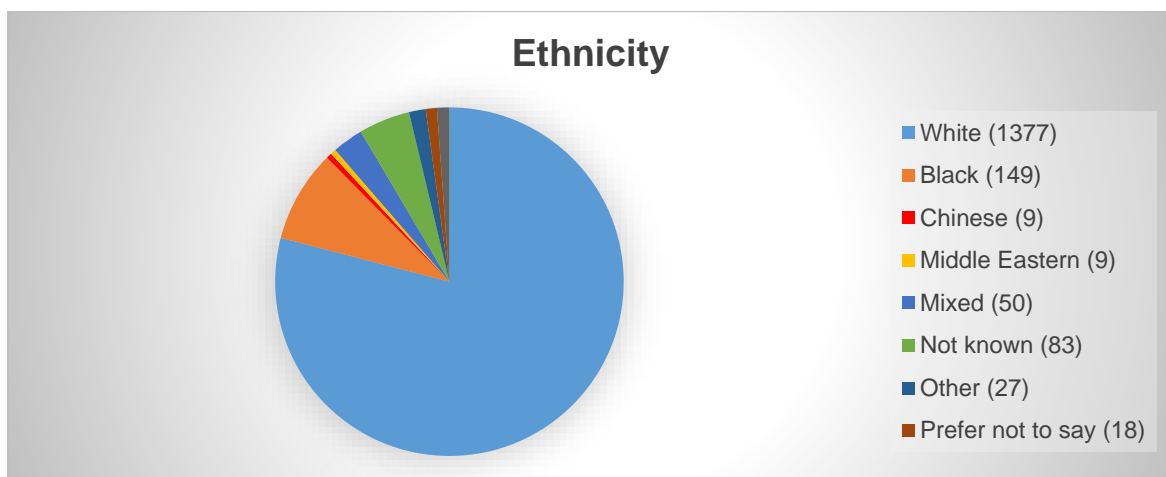
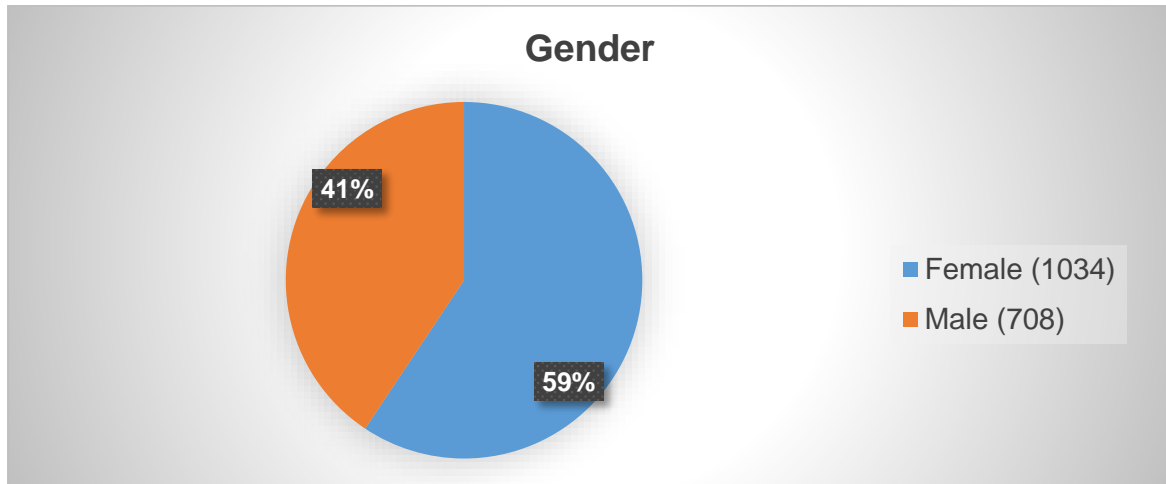
March 2016

- New BCT website launched
- BCT's new DDA compliant office opened by Rt Hon John Healy MP
- Children from St Lawrence Primary School visit the District Heating Works

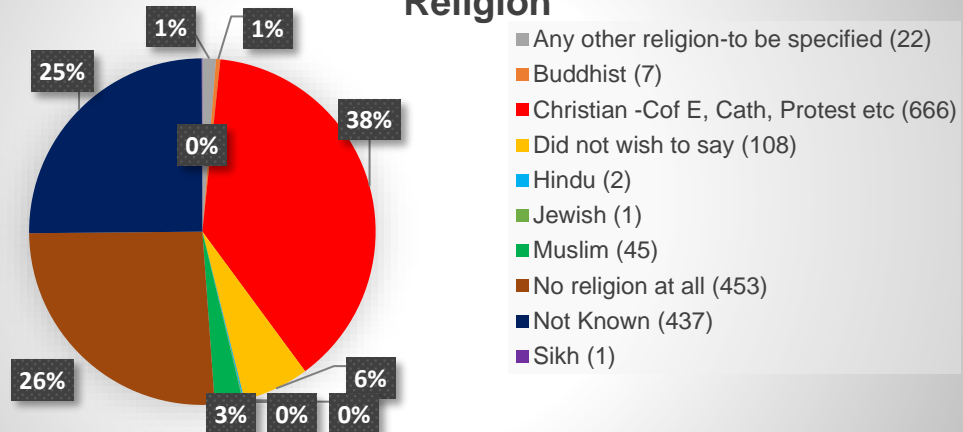


Our Tenant Profile

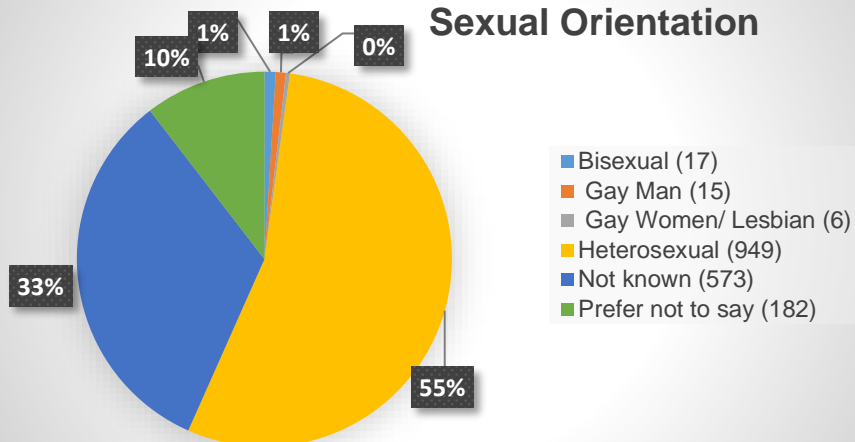
The tables below show what our tenant profile was on 3rd April 2016 based on the information we hold on our tenancy management system. On that day we had 1742 tenancies.



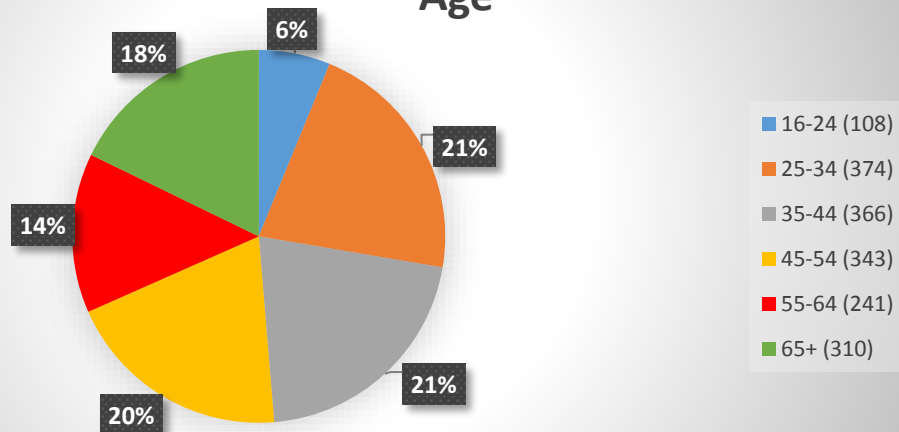
Religion



Sexual Orientation



Age



What we have achieved during 2015/16

Throughout the past year we have been working on a number of initiatives to support our diverse community.

- We have developed a new BCT website. Contained within the website is a community events calendar, where everyone in the community can find out what is happening in Byker.
- The newly formed Tenant Reference Group helped us to understand what they would like our new reception to look like. Our new DDA compliant reception was opened in March 2016.
- The work to the Byker Wall completed in early 2016. Amongst other things, this working included installing television aerials which can capture a range of signals suitable for supporting the diverse needs of our community.
- In May 2015, Chirton House was officially opened. The new facility for the over 50's boasts 16 one and two bedroom high quality, apartments including two ground floor apartments that have been specifically adapted for wheelchair accessibility.

Next Steps

Our strong commitment to equality and diversity is helping us to be ready to face new challenges for 2016/17 and beyond. Some of the key projects we will be delivering include;

- Rolling out the new 'Byker Approach' to services which from July 2016 will see the Rapid Response and Ground Maintenance services being provided by a new partnership between BCT and Isos Housing. From October 2016 the Tenancy and Estate Management service will be provided by our own in house team who will work from the new improved BCT Office. The Repairs and Maintenance services will be provided by a partnership between BCT and Isos Housing. The new 'Byker Approach' will mean each tenant has their own named officer Housing Officer.
- We will seek the views of our tenants by issuing a STAR Survey to all of our tenants. We will use the findings from this survey to continue improve the services our customers receive.
- We will hold our first Tenant and Community Safety Conference in October 2016
- We will continue to develop our proposals in relation to converting 10 Hobby Rooms into properties including creating 2, 2 bedroom disabled adapted properties.