

BIRMINGHAM CITY COUNCIL

PUBLIC REPORT

Report to:

CABINET

*Exempt
information
paragraph number
– if private report:*

Report of:

Chief Operating Officer

Date of Decision:

27th March 2018

SUBJECT:

Performance Monitoring

April to December 2017

Key Decision: Yes

If not in the Forward Plan:
(please "X" box)

Relevant Forward Plan Ref:

Chief Executive approved

☐

o&s chairman approved

☐

Relevant Cabinet Member(s):

Councillor Brigid Jones – Deputy Leader

Relevant O&S Chairman:

Corporate Resources and Governance – Councillor

Mohammed Aikhlaq MBE

Wards affected:

All

1. Purpose of report:

The purpose of this report is to:

- 1.1 Provide a summary of progress against the council's Vision and Priorities Council Plan and Organisational Health targets for the period April and December 2017 (unless otherwise stated), including any issues requiring attention and remedial activity in place to deal with these.
- 1.2 Notify Cabinet of areas of particular success, any issues requiring attention and remedial activity in place to deal with these.

2. Decision(s) recommended:

That Cabinet:

- 2.1 Notes the progress to date, areas that have performed well against targets and any issues requiring attention.

Lead Contact Officer(s):

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3. Consultation

3.1 Internal

Cabinet members, directors and directorate staff have been involved in discussions around the performance against the targets contained within this report and attached appendices. Otherwise this paper is a factual report on progress and no other consultation has been required.

3.2 External

No external consultation required.

4. Compliance Issues:

4.1 Are the recommended decisions consistent with the council's policies, plans and strategies?

This report provides a position statement about how well the council is performing against the key targets which were set in March 2017, towards achieving the outcomes and priorities as set out in the council's vision and forward plan.

4.2 Financial Implications (How will decisions be carried out within existing finances and Resources?)

The vision and forward plan forms a key part of the budgeting and service planning process for the City Council that takes account of existing finances and resources, and sets out the key strategic and operational outcomes that the City Council wishes to achieve. Implications on the council's budgetary position arising from issues highlighted in this report will be reported in the periodic corporate budget monitoring statements received by Cabinet.

4.3 Legal Implications

There are no legal implications arising from this report.

4.4 Public Sector Equality Duty. (see separate guidance note)

Birmingham City Council's key vision and priorities council plan and organisational health measures are designed to ensure significant improvement in service quality and outcomes for the people of Birmingham – some have a particular focus on disadvantaged groups. Non-achievement may have a negative impact on external assessments of the City Council and could put relevant funding opportunities at risk.

5.0 **Relevant background/chronology of key events**

5.1 **CONTEXT**

- 5.1.1 In line with the council's commitment to keep Cabinet and citizens informed of progress against the delivery of its key vision and priorities performance targets, this report provides the performance success and progress for the period April to December 2017.
- 5.1.2 The main focus of this report is based on those areas which have either performed exceptionally well above set targets or where there has been some difficulty in achieving them. Where the latter is the case, a summary of reasons for performance and actions being taken to bring performance back on track (where possible), is also provided. Fuller details are provided in the attached two appendices.
- 5.1.3 Following Cabinet, this report and supporting information will be made available on the council's website www.birmingham.gov.uk/performance to enable citizens to see the progress made towards achieving targets and those areas which require further work.

5.2 **GENERAL SUCCESSES**

- 5.2.1 Listed below are some general good news stories for Birmingham, during the period October to December 2017:
- **Ofsted's inspection of children's services** in December found that the City Council had made continued progress, recognising reductions in the number of caseloads for staff, reductions in the numbers of agency social work staff, child protection plans being outcome focused and regularly reviewed, improved completion rates for assessments, and improvements in the quality of social work practice (when compared to their previous inspection).
 - **Corporate Parenting** partners, Fortem Construction and Birmingham Wellbeing Service Team co-funded a festive party in December for 160 of our young people in care, staff, parents and carers who came together for the first time at Birmingham Wellbeing Centre. The young people were all able to attend for the first time due to joint working between the Travel Assist Team, the Birmingham Wellbeing Service and Fortem Construction, who ensured that that they were able to attend, a great example of joint working across services for the benefit of our children.
 - **Birmingham Financial Inclusion Partnership** contributed to the National Financial Capability Week 2017, supporting 1,164 Birmingham residents to access information, support and guidance in relation to digital inclusion, employment and education, affordable credit, food and fuel poverty - £10k in savings on overpriced fuel tariffs were identified.
 - A **strategic cross directorate group** led by Place directorate has been established to take forward the council's statutory obligation in respect of Modern Slavery.

- Following Cityserve's success in winning 'Best Council Service Team' at the MJ's, it was awarded 'Best Council Service: Catering' at the Association for Public Service Excellence (APSE) for the second year in a row; They were also runners-up in the Best Commercialisation and Entrepreneurship initiative category for the second consecutive year.

Awards and Recognitions

- **Birmingham's successful bid to host the XXII Commonwealth Games** – confirmed by the Commonwealth Games Federation in December.
- **Birmingham named as the 'most improved city' in the UK and one of Britain's top 10 smartest cities** in the second UK Smart Cities index. Ranked as the 4th smartest city in the UK and one of 12 contender cities.
- Social Worker of the Year Awards - **Adult Social Worker of the Year (Gold Award). Overall Social Worker of the Year** – won by a member of staff working in the Enhanced Assessment Bed – North team; **Practice Educator of the Year Award** – Adult's Social Care - Students Unit; **Raising the Profile of Social Work** (Silver Award) Tri City Social Work Exchange Programme.
- External recognition for the **Register Office** which is now available for conferences. The first was held in December in association with Oxford University. Delegate feedback was positive, in relation to venue, facilities and excellent staff.
- Two awards at this year's **Insider Midlands Residential Property Awards**. One for the council's building scholarship programme and another for social housing.
- **Local Authority and Public Sector Air Quality Initiative of the Year Award** at the National Air Quality Awards in London, for the Council's NOx Reduction Champions Project, a partnership between the council, Autogas Ltd, Harborne Garage – Selly Oak, Element Energy and VRS.
- **Plain English Campaign Award** for the Council's website.
- **Social Housing Provider of the Year** for the council's ability to overcome major funding and planning restrictions to create a number of residential developments in the city.

Funding

- **Neighbourhood and Communities Division:** The delivery of a **£2 million** initiative to support innovative projects across the city. Each ward has been allocated £48,000 to fund projects that link to the city's overriding priorities with an emphasis on doing things differently, strengthening communities and supporting active citizenship.
- **The Library of Birmingham** has secured **£220,000** from Enterprise for Success, part of the European Regional Development Fund. This funding will enable the Business Team at the Library to expand its Business Support and Advice services both within the Library of Birmingham and in Community Libraries across the city. Working in partnership with the Greater Birmingham and Solihull

Local Enterprise Partnership over the next 14 months the team will provide:

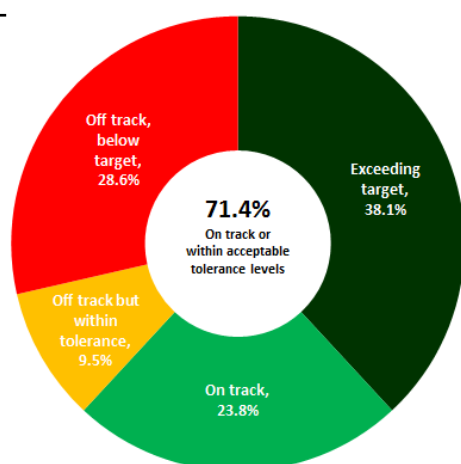
- One to one Business Advice Sessions;
- Workshops and a network of support for start-up businesses within the city; and
- The delivery of pop up advice sessions via the mobile library and the provision of targeted support within the prison library at HMP Birmingham.

The project aims to support individuals and businesses to succeed in their communities through locally delivered support.

- **Culture: £152,500** Cultural Regeneration commissioning awarded to 6 organisations to deliver high quality intergenerational cultural activities in Washwood Heath, Aston, Soho, Lozells and East Handsworth wards. These projects will engage residents, particularly from a black and minority ethnic (BME) demographic and offer progression and development opportunities for BME artists and emerging arts leaders.
- **Housing:** A development grant (from the Department for Digital, Culture, Media and Sport) of **£40,000** to develop and test the feasibility of the council's pilot work to set up a Community Social Impact Bond in the Druids Heath area of the city. The bid is focussed on designing new delivery models and support for the following themes: Drug and Alcohol Dependency; Young People; and Healthy Lives.

5.3 VISION AND PRIORITIES COUNCIL PLAN MEASURES – APRIL TO DECEMBER 2017

- 5.3.1 For the council plan measures, overall strategic performance analysis is made up of 28 performance indicators of which performance results are available for 21. For the other 7 measures, 2 are activity measures without a target and against which we are monitoring a trend, and 5 results are not yet due as they are reported on a less frequent basis e.g., annually or half yearly. The results for the latter will be provided as soon as they are available.



- 5.3.2 Taking the above into account, for the period April to December 2017, 15 of the 21 measures (71.4%) exceeded, met or were within acceptable tolerance levels of their target. Overall performance remains good when compared to the outturn result for 2016/17 (45%), and when compared to the same period in 2016 (63%).

- 5.3.3 For 18 measures, comparisons can be made to the performance at the end of the previous quarter (September 2017). A comparison against the previous quarter cannot be provided for the others as performance against these are not comparable

to previous results.

5.3.4 Of the 18 comparable measures, performance against:

- 8 improved.
- 2 stayed the same as the previous result, and
- 8 deteriorated, 3 of which are off track and included in the summary later in this report.

5.3.5 **COUNCIL PLAN SUCCESSES (APPENDIX 1)**

5.3.6 **Children's Priority**

- **Children and young people open to Children Social Care who were supported to live with their own family:** Close to target (80%) at the end of the previous quarter (September 2017), by the end of December 2017, performance at 87% had significantly improved, had exceeded the 80% target, and is an indication that more opportunities are being provided for children and young people to live in a family home environment, rather than in a residential setting.
- By 31st December 2017, 52 **schools had progressed a Mode Sustainable Travel Accreditation and Recognition for Schools programme**. This indicator is about fostering a life-long positive attitude to active travel in children, whilst at the same time encouraging parents and families to reconsider how they travel and get their children to school. Performance up to December 2017 has not only performed well against the December target, but exceeded the end of year target for March 2018 (50).

5.3.7 **Health Priority**

- **172,445 of Birmingham's most deprived citizens engaged with the wellbeing service, went to an active park or attended at wellbeing centre**, exceeding the cumulative target of 135,000, despite sites being closed over the Christmas period and sessions being cancelled due to adverse weather conditions.

5.3.8 **Housing Priority**

- Up to 31st December 2017, 7,572 **homelessness cases were prevented or relieved** against a target of 7,100. Working in partnership with St Basils, Trident, Let2Birmingham and the Homeless Prevention Welfare Service, is proving successful in reaching and preventing homelessness occurring.
- 348 **affordable homes** have been built against the targeted 298, demonstrating the council's commitment to providing affordable housing. This includes social rented, affordable rented and intermediate housing (homes for sale and rent provided at a cost above social rent but below market levels). The mix of new homes includes both new build and refurbished affordable rent units for the elderly.
- Another 79 **empty properties** have been brought back into use since September, bringing the quarter 3 (December) total to 246. A cost-effective and sustainable way to increase the supply of housing and make the best use of existing stock, bringing properties back into use also assists in decreasing the

risk of fear or crime, vandalism, squatting etc.

- Performance remains above target for the **percentage of available council housing as a percentage of stock**, achieving 99.51% compared to the 98.8% target.

5.3.9 **Jobs and Skills Priority**

- **Reducing the unemployment gap between wards.** Latest results show that the gap between the 10 best and worst performing wards in Birmingham has narrowed from 4.6% points at Q2 (September 2017) to 4.4% points at December 2017.

5.3.10 **COUNCIL PLAN MEASURES – MISSED TARGETS**

(Results are provided in brackets)

5.3.11 **Children Priority**

- The **proportion of schools rated as good or outstanding during the term (66%)**. Good and outstanding schools are left for longer to re-inspect so weaker schools are inspected more often and have a greater likelihood of weaker judgement. It is the latter that fall within the scope of this performance measure. Of the 6 schools inspected, 3 were judged good or outstanding, 1 was a short inspection (reaffirming the standing Good/Outstanding outcome) and 2 were inadequate (1 of which was deemed to be in special measures) reflecting that Ofsted has been to school and visited and will not be returning for another 2 years). In contrast, the measure relating to **the overall proportion of all schools which are judged good or outstanding** performed well, hitting target at 81.1%.
- The **percentage of children making at least expected progress across each stage of their education – early years’ foundation stage (65.9%)**. A provisional result and based on the annual collections from primary schools, although not meeting national levels (estimated at 70.7%), indications are that pupils achieving a good level of development has increased slightly on 2016 levels (64%).
- The **average progress score of Birmingham pupils compared to national pupils between Key Stage 1 and Key Stage 2 (56%)**. Final results, published by the Department for Education, show that the proportion of young people reaching the expected standard in reading, writing and maths combined rose by 9% when compared to 2016 (47%), and the gap with the national average has narrowed and is now 5%.

5.3.12 **Health Priority**

- More work needs to be done to improve the **quality of care provided in the city so that more people received a standard of care that met or exceeded the quality threshold (68.6%)**. Performance is 6.4 percentage points behind the December target of 75%. The result provided is in relation to Q2 (September) performance and is an improvement on the previous quarter’s result of 61.8%., demonstrates that there is further work to do in meeting the target. Cabinet has approved a new framework for commissioning care providers that will be implemented from 30th April. It is anticipated that this will increase the

percentage of clients with good providers as the Council will no longer engage with poor quality providers.

5.3.13 **Jobs and Skills Priority**

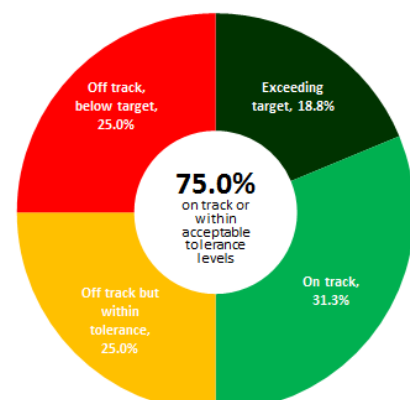
- **Increasing the number of apprenticeships within other organisations through our influence on contract management (67):** Whilst performance has not changed when compared to the previous quarter, the gap between performance and target has widened. It is important to note that this indicator is affected by the type of contracts awarded and therefore it may not be unusual for such a difference between quarters. The service area is fairly confident that this target will be achieved by year-end but this is dependent on the approval of a contract which is due to go to Cabinet in March for approval. If approved, it is expected that implementation is likely to deliver an increased number of apprentices.
- **Apprenticeships working directly within the City Council (98):** The target for this indicator is 188. This underperformance has been impacted by the prolonged delays in the publication of the Local Government Association's Apprenticeship Levy Guide affected the council's ability to procure training providers in a timely manner throughout this financial year. This has led to unexpected complexity of reviewing, commenting on, and agreeing Contracts from training providers. The guidance has now been issued and the next steps are to embed this into standard documentation to ease procurement of approved providers quickly. In the interim, work in progress to increase performance includes a pilot to identify current skills vs future skills, leading to the identification of the most appropriate development plans linked to an Apprenticeship Framework, and working with ICT and Digital Solutions staff to identify apprentice opportunities for Birmingham City Council (BCC) seconded staff.

The target is spread across 3 years of which this is year 1. Annual performance contributes to a goal of achieving the overall target set in-line with Government expectation's by March 2020. Steps being taken by Human Resources to mitigate against this year's under performance are detailed in the attached appendix 1 to this report and include a number of actions involving working with service areas to streamline processes, undertake more targeted marketing and engagement, promotional events to support personal development plans and integrating with the Talentlink project to ensure all relevant vacancies are automatically considered for conversion to an apprenticeship.

5.4 **ORGANISATIONAL HEALTH MEASURES (APPENDIX 2)**

5.4.1 Overall, of the 29 organisational health measures, results are available for 19. 3 of these are trend measures and do not have a target. For the purpose of this first report these have been excluded from the overall count of measures deemed as achieving or missing their target.

5.4.2 Results for the other 10 measures are



reported annually and performance against these will be made available to Cabinet as they become available.

5.4.3 Excluding the 3 trend measures, of the remaining 16 results, 12 (75.0%) exceeded, met or was within acceptable tolerance levels of their target. For 4 measures, performance missed the target.

5.4.4 Comparison against the previous quarter's performance can be provided for 17 measures. Of these, performance against:

- i. 7 improved or stayed the same as the previous result, and
- ii. 10 deteriorated.

5.4.5 **ORGANISATIONAL HEALTH MEASURES - SUCCESSES**

Listed below are the Organisational Health measures successes at the end of December 2017.

5.4.6 **Citizens**

- The **percentage of citizens registering satisfaction with the Council (67%)** – performance is 5 percentage points above target.

5.4.7 **Governance**

- **Ombudsman complaints resulting in reports issued (0%).**
- **Judicial review challenges that were successfully defended (100%).**

5.4.8 **ORGANISATIONAL HEALTH MEASURES – MISSED TARGETS**

5.4.9 **Citizen**

- The **percentage of complaints answered within 15 working days (85%):** Reported on a monthly basis, the result for December has slipped below the 90% target. Over half of the 1,328 complaints received related to waste management as a result of missed collections - 78.8% of these were responded to within time, with the directorate itself achieving an 81% response rate. Other areas not achieving the target were Adult Social Care and Health 73% of 11 complaints received, and Children and Young People directorate 25% of 4 complaints. Escalations to Heads of Service/Assistant Directors/Corporate Directors will take place for all those Service Areas that failed to meet the 90% target. Year-to-date performance is 96% with a total of 13,906 complaints answered within time.

5.4.10 **Governance**

- **Data protection act requests in 40 days- 59% (target 85%).** Performance remains off track. A new calculation methodology has been introduced during the last quarter and these measures now include holding responses. As a result, comparisons are not able to be made against the previous period. More suitable comparative data will be provided at next report.
- **Maintain/improve compliance with ICT and procurement policies and**

governance: Both quarantined assets (3.7%) and officers with multiple devices (1.41%), although still below target, have seen improvement in performance from the previous quarter. Quarantined Assets 4.3% improvement (from 8% to 3.7%), and officers with multiple devices 0.52% (from 1.9% to 1.41%). Improvement can also be seen in compliance to procurement procedures up 6.9% to 99.9% bringing performance for this element of the performance indicator back on track and on target.

5.4.11 **Workforce**

- **Workforce sickness absence rates per full time equivalent member of staff.** The December result at 10.96 is down 0.21 days on the previous month. Year-to-date (YTD) the result is 10.32, 0.6 higher than the previous YTD result. However, attendance rates remain on track at 95%. The highest overall reason for absence remains anxiety/stress/depression (23.17%). Actions being taken to mitigate this performance focusses on preventative work including, promoting flexible working, stress questionnaires, risk assessments, mental health first aid training and enhancing the role of the Employee Assistance Programme and Occupational Health in supporting employees and looking at sickness data to identify hotspots of stress-related absence and focussing additional Occupational Health and Human Resources support on these areas.

5.4.12 **Waste management measures**

Below is the update in relation to progress against the selection of waste management measures, for which, although not formally a part of the council plan set of measures, updates are provided on a quarterly basis on the Council webpage (Birmingham.gov.uk/performance).

- **Percentage of waste sent to landfill 15% (target 10%):** Performance has improved compared to the previous quarter, but remains off track. The target for this indicator is profiled to take into account the scheduled closedown of the Energy Recovery Plant which takes place in April/May. Issues with the waste stream caused the Energy Recovery Plant to be unavailable for a short period in June causing extra waste to be diverted to landfill. The industrial action severely impacted the collection services in July, August and September dramatically reducing the amount of segregated recycling collected and thus increasing the residual proportion of the overall waste handled. No waste other than ash from the Energy Recovery Plant went to landfill in December and if this continues then this indicator should improve.
- **Reducing collected household waste – kg per household:** This is a measure of the success of reducing the amount of residual household waste collected directly from households, large containers as well as wheelie bins/sacks, divided by the number of households. Performance, at 408 kg, is slightly better than target (418kg).
- **Missed bin collections per 100k collections made:** Year-to-date performance, at 79 per 100k collections, is not meeting target (52 per 100k collections) but is an improvement on the previous quarter's result. The number of reported missed collections increased in December due to the disruption caused by severe weather conditions. There were high levels of missed collections in the period of July to September due to the disruption in collection services caused by the industrial action.

- **Increasing recycling, reuse and green waste:** Performance (estimated) has stayed the same as the previous quarter at 23% (the December target is 31.40%). There was an increase in the amount of composting compared to the first quarter of last year; however there was a reduction in post incineration metals due to the scheduled shutdown of the Energy Recovery Plant and a reduction in recycling from on-street banks. The industrial action severely impacted the collection services in July, August and September disproportionately affecting recycling services dramatically, reducing the amount of segregated recycling collected. Dry recycling continued to increase in December, however composting has dramatically reduced due to the end of garden waste collections.

5.5 **Cross-cutting measures**

- 5.5.1 Progress against the set of cross-cutting measures, which we set ourselves in June, will be reported to Cabinet alongside the 2017/18 vision and priorities outturn results, when they are reported to Cabinet in June 2018.

6.0 **General**

- 6.1 The attached appendices provide a more detailed breakdown of performance for all of our key performance and organisational health measures, along with commentary which explains performance, and where relevant, summarises any remedial actions that have been taken or are planned to bring performance on track.
- 6.2 The four symbol style for monitoring progress reflects the 'as at position' against targets. A 'Star' means performance has significantly exceeded the target, a 'tick' indicates performance was on, or above target (but not significantly above), the 'circle' shows performance was below target, but within an acceptable tolerance level, and the 'triangle' tells us that performance is off target and worse than agreed tolerances. This style of reporting is to enable services to better manage measures at lower risk and members to focus on those areas that require particular attention.
- 6.3 Once approved by Cabinet, information of progress against all targets in this report will be published on the Council website: www.birmingham.gov.uk/performance in line with previous practice.

7.0. **Evaluation of alternative option(s):**

- 7.1 This report provides progress against the council's strategic outcomes, and the measures in place to achieve them. If this report was not provided, Cabinet, in its entirety, would not have an overview of progress against the Council's key performance and organisational health measures, or actions being taken to bring performance back on track.

8.0 **Reasons for Decision(s):**

To advise Members of progress against outcomes, including, any actions being taken, or planned, to bring performance on track.

Signatures**Date**

Cabinet Member:

Chief Officer..... ..

List of Background Documents used to compile this Report:

- Performance Monitoring April to September 2017
- Performance Monitoring Quarter Three 2016/17 (April to December 2016)

List of Appendices accompanying this Report (if any):

1. **Appendix A – Council Plan Measures – Quarter 3, 2017/18**
2. **Appendix B – Organisational Health Measures – Quarter 3, 2017/18**

Report Version**Dated**

PROTOCOL PUBLIC SECTOR EQUALITY DUTY

- 1 The public sector equality duty drives the need for equality assessments (Initial and Full). An initial assessment should, be prepared from the outset based upon available knowledge and information.
- 2 If there is no adverse impact then that fact should be stated within the Report at section 4.4 and the initial assessment document appended to the Report duly signed and dated. A summary of the statutory duty is annexed to this Protocol and should be referred to in the standard section (4.4) of executive reports for decision and then attached in an appendix; the term 'adverse impact' refers to any decision-making by the Council which can be judged as likely to be contrary in whole or in part to the equality duty.
- 3 A full assessment should be prepared where necessary and consultation should then take place.
- 4 Consultation should address any possible adverse impact upon service users, providers and those within the scope of the report; questions need to assist to identify adverse impact which might be contrary to the equality duty and engage all such persons in a dialogue which might identify ways in which any adverse impact might be avoided or, if avoidance is not possible, reduced.
- 5 Responses to the consultation should be analysed in order to identify:
 - (a) whether there is adverse impact upon persons within the protected categories
 - (b) what is the nature of this adverse impact
 - (c) whether the adverse impact can be avoided and at what cost – and if not –
 - (d) what mitigating actions can be taken and at what cost
- 6 The impact assessment carried out at the outset will need to be amended to have due regard to the matters in (4) above.
- 7 Where there is adverse impact the final Report should contain:
 - a summary of the adverse impact and any possible mitigating actions (in section 4.4 or an appendix if necessary)
 - the full equality impact assessment (as an appendix)
 - The equality duty – see page 9 (as an appendix).

Equality Act 2010

The Executive must have due regard to the public sector equality duty when considering Council reports for decision.

The public sector equality duty is as follows:

- 1 The Council must, in the exercise of its functions, have due regard to the need to:
 - (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by the Equality Act;
 - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
 - (c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 2 Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:
 - (a) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
 - (b) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
 - (c) Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
- 3 The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.
- 4 Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:
 - (a) tackle prejudice, and
 - (b) Promote understanding.
- 5 The relevant protected characteristics are:
 - (a) age
 - (b) disability
 - (c) gender reassignment
 - (d) pregnancy and maternity
 - (e) race
 - (f) religion or belief
 - (g) sex
 - (h) sexual orientation