BIRMINGHAM CITY COUNCIL

PUBLIC REPORT

Report to:	CABINET Exempt information paragraph numb – if private report			
Report of:	CHIEF EXECUTIVE			
Date of Decision:	20 September 2016			
SUBJECT:	2016/17 COUNCIL BUSINESS PLAN MEASURES – APRIL TO JUNE 2016 PERFORMANCE MONITORING			
Key Decision: Yes / No	Yes			
If not in the Forward Plan:	Chief Executive approved			
(please "X" box)	O&S Chairman approved			
Relevant Cabinet Member(s):	Deputy Leader /ALL			
Relevant O&S Chairman:	ALL			
Wards affected:	ALL			

1. Purpose of report:

1.1 To provide a summary of progress against our Birmingham Promise measures and Business Plan targets, for the period April to June 2016 (unless otherwise stated), issues requiring attention, and remedial activity in place to deal with these.

2. Decision(s) recommended:

2.1 That Cabinet notes the progress to date and the issues requiring attention.

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3. Consultation

3.1 Internal

Cabinet Members, Strategic Directors and directorate staff have been involved in discussions around the performance against the targets of the Council Business Plan and Birmingham Promise measures contained in this report. Otherwise this paper is a factual report on progress and therefore, no other consultation has been required.

3.2 External

No external consultation required.

4. Compliance Issues:

4.1 <u>Are the recommended decisions consistent with the Council's policies, plans and strategies?</u>

This report shows whether strategic and operational outcomes and policy priorities are on track and it shows our targets for 2016/17 for tracking progress against our strategic outcomes and policy priorities.

4.2 Financial Implications.

The Council Business 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 wish to achieve. Any decisions highlighted will be carried out within existing finances and resources unless otherwise stated.

4.3 Legal Implications

Not applicable.

4.4 <u>Public Sector Equality Duty. (see separate guidance note)</u>

The Council Business Plan (CBP) Measures, and Birmingham Promise, 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. Relevant background/chronology of key events:

5.1 **Overall Context**

The Council continues to operate in a tough financially challenged environment with some of our poorest and most vulnerable citizens continuing to be adversely affected by the Welfare Reforms and the ending of key Government funding streams.

Nevertheless, our work in prioritising and determining different ways for the Council to deliver services continues, has now moved into delivery phase as we enter Phase 2 of our Future Council programme, and our intention to develop new ways of working with partners and on a sub-regional basis, using more cost effective/ innovative delivery models and seeking out funding opportunities, continues.

As part of our strategic performance monitoring process, we committed to keep Cabinet, and our public, informed on progress against delivery of our key Council Business Plan measures. This report summarises our key performance success and progress against our key targets (for those areas where we have either performed exceptionally well above our targets, or where we have not quite got there yet) for the period April to June 2016, with a summary of reasons for performance and any actions being taken to bring performance back on track.

The report is supported by an exception-based appendix providing more details of the actions taken by the Council, and partners where relevant, to ensure any underperformance is being tackled efficiently and measures are in place to bring performance back on track as soon as it practicably possible.

5.2 Council Business Plan and Birmingham Promise Measures

The Council Business Plan sets out the council's strategic outcomes, priorities and key actions to be achieved in the short, medium and long-term and our Council Business Plan measures for 2016/17 include the key targets for measuring success against our outcomes, priorities and key actions.

Our Birmingham Promises relate to a set of specific standards that our citizens could expect in relation to the seven most frequently requested services in the council and for this year, focus on:

- Customer services complaints.
- Claims for housing benefit or council tax support.
- Highways management fixing dangerous potholes within defined timescales; repairing street lights.
- Responding to or resolving housing emergency repairs within specific timescales.
- Attending to trees considered dangerous by our qualified tree officers within a defined timescale.
- School admission appeals.

The set of Council Business Plan and Birmingham Promises measures, against which we said we would track our progress against our priorities for this year (April 1st 2016 to March 31st 2017), and report progress against, was presented to and approved by Cabinet in March 2016. Targets, some of which are aligned to seasonal and other anticipated variations, allowing us to monitor step progress towards achieving the overall year-end target, were ratified at Cabinet in June 2016.

5.3 Performance against our Quarter One (April to June 2016) targets

5.3.1 Birmingham Promises

We have agreed to monitor and measure how well we perform against our Promises and report overall progress against achieving them, every three months.

At the end of this first quarter (April to June 2016), results were available for 13 of the 14 Birmingham Promises. A result is not yet available for the Birmingham Promise to respond to housing emergency repairs within 2 hours. Due to the transition to the new contract, some interface issues have been experienced in relation to the quality and accuracy of the reporting data. These have now been resolved and reporting will be available from July's performance reporting period.

Of the 13 available results, **10 (77%) performed well (over 97%), 9 of which fully upheld the Promise** (the same as that achieved for the same period last year). Compared to the previous quarter's performance (January to March 2016), 8 (62%) either maintained or improved performance.

5.3.2 Council Business Plan Measures Performance Update

For our Council Business Plan measures, overall, strategic performance analysis is made up of 47 key performance indicators of which performance **results were available for 34 measures**. Results for 14 Business Plan measures are not yet due as they are reported on a half yearly or annual basis and will therefore be provided to Cabinet at a later date as when available.

Of the 34 available results, 5 are trend measures that do not have a target and for the purpose of this first report, have been included within the overall result for those measures deemed as within achieving target/within acceptable tolerance levels. This allows the first result for these 5 measures to act as a baseline against which future performance can be tracked.

Taking the above into account, of the remaining 34 measures 23 (68%) met, exceeded, or were within acceptable tolerance levels of their target. This is an improvement of 16 percentage points compared to the same period last year.

Against our strategic outcomes, the performance position at the end of June 2016 is summarised below:

Primary Goals and Outcomes	Total Number of Council Business Plan Measures	Number of Results Available	% Targets Available on Track/ Better		
 A Fair City Safety, Health and Wellbeing; Children, Young People and Families; Tackling Poverty. 	23	20	14 (70%)		
A Prosperous City Learning Skills and Local Employment; Enterprise; Infrastructure, Development and Smart; Green and Sustainable; Regional Capital and Reputation.	19	12	8 (67%)		
A Democratic City	2	2	1 (50%)		

Engagement, Influence and		
Contribution; a New Model of City		
· · · · · · · · · · · · · · · · · · ·		
Government; Modern Services that		
Service our Citizens.		

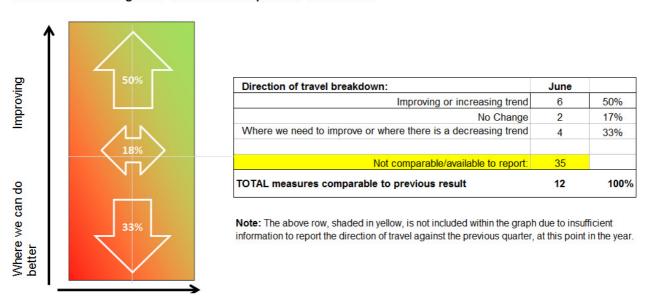
For 12 of the 34 available measures, we are able to provide a direction of travel against the previous quarter. We are not able to provide a direction of travel for the others as they are either new or amended measures and previous comparable results are not available at this stage in the year.

Of the 12 comparable measures, performance against:

- 6 (50%), we improved,
- 4 (33%), needed to do better, and
- 2 (17%), stayed at the same as the previous quarter result.

This performance is also shown in the graph below:

Direction of travel against - June 2016 compared to March 2016



5.3.3 Successes

Listed below are our significant Council Business Plan successes for the first quarter of this year – where we performed better than where we planned to be by the end of June 2016.

a) <u>Corporate Resources Directorate - Council Business Plan (Council-wide)</u> Successes

• The percentage increase in the volume of online transactions for our four key services (Benefits, Council Tax, Housing and Waste Management): All services outperformed their targets this month with an overall performance of 23% against our target of 19%.

b) **Economy Directorate**

Significant successes

• Supporting Birmingham's ambitious agenda for economic growth, the Advanced Manufacturing Hub (our joint venture with the Homes and Communities Agency)

- regeneration programme has attracted two world class engineering companies, Hydraforce and Guhring, creating 600+ jobs, (when fully operational) securing £30m+ of private sector investment.
- Latest data from the Government shows we reduced Birmingham's Carbon emissions by 33% in the period 1990 to 2014 and we are on track to achieve the 60% target set for 2037.

c) <u>Directorate for People – Council Business Plan Successes</u>

- Number of unallocated cases open for more than 7 days: This new Council Business Plan measure seeks to determine how well we are doing to promptly allocate cases to ensure that families receive timely help and intervention. It does this by identifying where there is no allocated social worker 7 or more days after referral, which will then allow for actions to be taken to further improve performance in the future. Against our target of 20, 8 cases were still open after 7 days (reported as a tiny percentage of all open cases). Our managers continue to monitor progress on a weekly basis with the view of keeping this performance below 20 at any given time.
- Percentage of referrals that are re-referrals: Our result of 21.00% is 4.00% better than last year (26.00%), and is better than the All England average of 24.00%, Core Cities at 25.00%, West Midlands at 23.00%, and, we are just above the average for our Statistical Neighbours of 20.56%. Since the introduction of the Multi-Agency Safeguarding Hub (MASH) and Assessment and Short-term interventions Teams (ASTI) we have seen a slight downward trend in re-referrals. This will continue to be monitored to see if this is a change rather than a variation.
- Percentage of family assessments completed in timescale: Focussing on the timeliness of a social worker assessing the needs of the child and family, 90% of assessments were completed in timescale, exceeding our target of 82%. Whilst we are doing well against the 45 day deadline, we want to see more assessments completed by the Assessment and Short-term Intervention Teams, within 20 days with a greater focus on short term interventions.
- The percentage of children identified as at risk of harm, seen at assessment, within a timely manner after the referrals and during the assessment period this is a good proxy measure for the quality of assessment and at 87% we exceeded our target of 68% by 19 percentage points. This success has been attributed to recent staff guidance and changes to our CareFirst system (our social care case management system for adult and children's services) which has led to improved performance.

Other significant successes

- Contract Framework Engagement: Two care provider engagement forums have taken place and we are now working on three key areas jointly with the providers to ensure improved quality, fairness of price and better allocation of contacts are improved going forward.
- In relation to our proposed **Children's Trust Model**, an initial draft setting out the scope of the model has been developed for consultation. In addition, extensive work is underway with front line staff to prepare them for the upcoming Ofsted inspection of Children's services. Two briefings have been held specifically with affected children's staff and a number of additional face to face visits have taken place to provide reassurance and support to the front line service teams.
- The Communities and Local Government Select Committee review of homelessness has concluded and published its findings. The report draws attention to examples of good practice in Birmingham including a positive example of

partnership working between the local authority and the charity St Basils and together developing and implementing the Positive Pathways programme to tackle youth homelessness.

d) Place Directorate - Council Business Plan Successes

- Empty Properties brought back into use: At 101 properties brought back into use we are exceeding our target by 20 properties. This success is attributed to the commitment through the work of the team and others to educate, encourage and enforce action, ensuring that where possible, we continue support our citizens in having access to decent homes. In June Cabinet approved a report on the proposed Compulsory Purchase of up to 40 long term private empty properties which are blighting local neighbourhoods. This demonstrates the Council's commitment to tackle this wasted resource and to use powers to help meet housing need in the city
- Properties improved in the private rented sector as a result of local authority intervention: At 93 properties, we are exceeding our target by 21 properties. A new indicator for this year, this success is attributed to the interventions put in place by our Private Rented Sector Team, e.g., targeting houses in multiple occupation (HMO's) that are unlicensed through Government funding under Rogue Landlord Fund. The Council was successful in obtaining a Government grant of £110k from the Rogue Landlord Fund and the extra resources has allowed the targeted inspection of high risk HMOs and faster response to requests from tenants about lack of repairs. This has helped improve properties and resulted in approximately 25 cases being investigated with a view to legal proceedings for failure to meet safe minimum standards and respect tenants' rights.
- The percentage of available Council Homes as a percentage of total stock where performance at 99.55% exceeds the target of 98.8%. This equates to around 62,218 available council homes out of the 62,500 stock.

Other significant successes

- Our clamp down on waste which saw action taken against over 3,500 people and businesses for dumping or failing to dispose of their rubbish responsibly last year. In addition, our Garden Waste service has been taken up by 15% more people this year achieving £62k in sales. Our Waste Strategy was re- launched via a 'hot seat' with BBC Radio West Midlands, a briefing with the Birmingham Evening Mail and through social media, and will form part of our comprehensive communications strategy regarding the behaviour changes necessary to improve our recycling performance.
- Our licensing team were involved in two court cases one involving a city night club accused of 'abandoning' a student, and the other where a landlord was fined £4k for failing to apply for a House in Multiple Occupation (HMO) licence.
- Following complaints to Trading Standards a faith healer was jailed for 7 years following investigation into a £145k fraud.

5.4 Other notable achievements include:

- An award from British Cycling for 'Partnership Working' for our Big Birmingham Bikes initiative, for the new 'Ride Active Programme' aimed at providing fun and social cycling opportunities, operating from 6 Birmingham Wellbeing Centres. The team also received a second award at the 'Making Birmingham Greener and Healthier Awards for their work with the community as part of the Birmingham Cycle Revolution.
- 'Social Housing Provider of the Year' at the Insider Residential Property Awards

- 2016. The award highlighted the work of the Birmingham Municipal Housing Trust (BMHT) programme, which is currently the largest provider of affordable homes per annum in the Midlands, and showcased recent BMHT projects in Nechells, Sutton Coldfield and Ladywood.
- Stonewall, Britain's leading lesbian, gay, bisexual and transgender equality charity, named Birmingham City Council as one of the best local authorities in Britain for tackling homophobic, biphobic and transphobic bullying and celebrating difference in its schools. Birmingham was ranked eighth in their annual Equality index.
- For the fifth year running Birmingham received a gold award at the Chelsea Flower Show with a display celebrating the work of local artist Willard Wigan and grass root sport.
- Birmingham continues to be a venue for major national sporting events, hosting a successful round of the International Athletic Federation Athletics Diamond League in June.
- The **Library of Birmingham** had Shakespeare's 400th Birthday exhibition and the library was named as the **most visited attraction outside of London**.

Funding

- A £14 million partnership project (working with the Canal and River Trust) to improve 54km of canal towpath in and around the city centre.
- Grant funding of £250,000 from the the Wolfson Foundation to update five of the City's children's libraries with new equipment and furniture. An independent charity that supports and promotes excellence in a wide range of fields, including education and the arts, this funding boost, has enabled libraries in Balsall Heath, Druids Heath, Kings Norton, Kingstanding and Small Heath to make improvements and fund educational projects.
- A grant of £1.38 million from the Heritage Lottery Fund towards the £2.13 million cost
 of renovating two Jewellery Quarter cemeteries at Key Hill and Warstone Lane, both of
 which are on the register of Historic Parks and Gardens.
- Ongoing funding for the England Illegal Money Lending Team to help to tackle loan sharks on behalf of 168 Councils.
- £3 million awarded to the city-council led partnership project by the Department for Transport and the Office for Low Emissions Vehicles, towards ensuring our buses and cleaner and greener.

5.5 Business Plan Measures – areas where we need to do better

Listed below are those measures where we are not yet on track:

a) Corporate Resources Directorate - Council-wide

• Sickness absence: Although the result of 10.31days is above our target of 9.25 days (per full time equivalent member of staff), absence levels continues to reduce compared to the previous month, quarter and year. Sickness absence for the same period last year was 10.37 days. Significant effort continues to be put into reducing sickness absence through attendance panels, closer management attention, guidance on managing health and well-being issues and securing earlier focussed intervention from Occupational Health. Compared with other Local Authorities the All England average sickness absence is 8.5 days, and the average for our Statistical Neighbours is 9.5 days.

b) **Economy Directorate**

• Jobs created through the Business Growth programme and Finance

Birmingham: 14 jobs were created during the quarter (below our target of 45). Whilst disappointing, it should be noted we are still waiting for data from two programmes - both of which provide help to small and medium sized enterprises (SME's) within the automotive and aerospace sectors. Data from these programmes will be included in the Quarter Two to Cabinet in November.

c) **Directorate for People**

- Percentage of births that receive a face to face new baby visit from a health visitor within 14 days: 78% of visits were completed in timescale which is 7 percentage points below our target. Service delivery arrangements are currently under review. Ongoing discussions around this measure are taking place with the provider. It may be necessary to recalibrate this measure as it is clear that the cohort may need to be more clearly defined. At the moment the 78% refers to ALL births. However, there are a certain number of cases where it is not possible or appropriate to do a home visit (e.g. when mother and baby are still in hospital). The first return, excluding exceptions, indicates that the proportion would rise to around 90%. However, we are not in a positon to change this at the moment as discussions are still ongoing. In the meantime, relevant contractual levers will be utilised to continue to strive for an improvement in performance this includes asking providers to develop an improvement plan or applying financial penalties if necessary.
- The proportion of clients receiving residential, nursing or home care from a provider that is rated as 'good': This quarter, we have achieved 62.30% against a target of 72.00%. Whilst this performance is 2.8% lower than at the same time last year, we have improved compared to the end of year position (March 2016) of 59.9%. This increase is attributed to both home support and bed based clients. There has been a 1 percentage point decrease in the proportion of clients at providers rated as inadequate (compared to last quarter) for both home support and bed-based clients.
- Preventing or relieving homelessness: At 1,660, we are below target by 90
 (although we still awaiting results from one Provider). There has been a change of provider for the Homeless Prevention and Welfare Service and the new provider has experienced some initial start-up issues. 658 preventions enabled households to remain living in their existing home whilst 1002 households were assisted to obtain alternative accommodation.
- Percentage of Pupils Not in Education, Employment or Training (NEET): At 5.3%, whilst not yet where we would like to be, performance is an improvement on this time last year (7.1%). Commissioning activity is underway for the Youth Employment Initiative, which will help to provide further intervention workers to engage NEET young people into education, employment or training. The way that NEETs are calculated is changing this year which means that there will no longer be a requirement to report on those in academic year 14 (19 year olds). The NEET and Not Known cohorts will be combined into a "Not Participating" count. The first set of data is expected from the Department for Education in September and any reporting implications associated with this, will be reported in the Quarter Two performance monitoring report to Cabinet (November 2016).
- Schools inspected as good or outstanding: The result for <u>all</u> schools (academies and local authority), at 79% is below target (81%) by 3 percentage points, and is based on a snapshot of overall published Ofsted Judgements (and therefore may not reflect the latest Ofsted announcements). and includes. Where there is a recently converted academy and no existing inspection, a judgement is obtained from the previous establishment. The proportion of local authority maintained schools that are Good/Outstanding is currently at 84.00% and 7 local authority schools are identified as in special measures. Our school improvement partners Birmingham Education Partnership (BEP) have rated schools they are working with as part of their school

- improvement work and will continue to provide an appropriate level of support in line with the needs of the schools.
- Excluded children without a school place after 6 days: At the end of June there were 45 children without a school place. Whilst this is a significant improvement on the previous month result of 78 children, even though during the last week of term in July, significant effort was put into ensuring pupils had school places for the new term, 21 excluded children will still be without a school place when school starts in September. Of the 21, 6 pupils were excluded during the last week of term, and another 7 were only permanently excluded during the penultimate week of term. More detailed information is provided in the attached Appendix A. A number of strategies are being developed to ensure a system-wide approach to reducing exclusions. These include engaging with Head Teachers and Governors, and developing models and protocols across Education and Health, to ensure pupils have appropriate educational pathways.
- Percentage of Care Leavers in Education, Employment or Training: Our result of 39% is below our target of 60%. Although an improvement on the same position last year (33%), our performance is also below that of the All England average 48%, Core Cities 40%, West Midlands 41% and Statistical Neighbours 52%. There has been a recent peer review of our care leaver service and the resulting action plan is being implemented.
- Average length of time from admission to care to being placed with a family: At 641 days we missed our target by 51 days. Performance is, however, a 10 day improvement on the end of year result and has reduced steadily since April this year. Compared to other authorities the average length of time is All England 593 days, Core Cities 618 days, West Midlands 612 days and Statistical Neighbours 652 days.
- Percentage of agency social workers including team managers: We are currently around 9 percentage points away from our target to reduce agency staff to 15% by March 2017 currently we are at 23.60%. We are tackling this through our recruitment plan, and the percentage of agency staff is gradually reducing 95 new posts, mainly social work qualified, have been established in the past 15 months. Compared to other authorities the percentage of agency staff is All England 16%, West Midlands 16% and Statistical Neighbours 22.89%.

d) Place Directorate

- An average of 175.22 kilogrammes (kgs) of residual waste per household was collected between April and June this year, missing our target (150 kgs) by 25.22 kgs. A ward-based waste composition analysis has been undertaken to provide an understanding of the make-up of waste in different wards and help to steer the waste disposal strategy. A comprehensive communications strategy is being developed to focus on the behaviour changes needed to reduce residual waste and increase recycling. In addition to this, there are a number of proposals being developed to look at other measures which should result in a positive impact on this target. These proposals include restricting access to Household Recycling Centres to Birmingham residents only and measures to prevent trade/commercial waste from entering the domestic waste stream.
- 5.6 The attached Performance Monitoring Exception Report (**Appendix A**) gives a more detailed breakdown of performance, focusing on where we were well 'ahead of', or have 'missed', our target. Commentary is also provided which summarises any remedial actions taken or planned, to bring performance on track. The four symbol style for monitoring progress reflects the 'as at position' against targets. A 'Star' means performance was significantly exceeding the target, the '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 will enable services to better manage measures at lower risk and Members to focus on those areas that require particular attention.

5.8 **General**

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.

6. Evaluation of alternative option(s):

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 key Council Business Plan measures, or actions being taken to bring performance back on track. Nor would Cabinet have an update on the Birmingham Promises made to our citizens.

7. Reasons for Decision(s):

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

Signatures	<u>Date</u>
Cabinet Member:	
Chief Officer:	

List of Background Documents used to compile this Report:

- 2015/16 Council Business Plan Measures April 2015 to March 2016 Performance Monitoring
- 2015/16 Council Business Plan Measures End of Year Performance Monitoring (April 2015 to March 2016) and 2016/17 Council Business Plan Targets

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1. Appendix A – Performance Monitoring – April to June 2016 Exception Report

Dated

PROTOCOL PUBLIC SECTOR EQUALITY DUTY

- 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.
- 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.
- 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
- 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 C	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	releva	g due regard to the need to advance equality of opportunity between persons who share a int protected characteristic and persons who do not share it involves having due regard, in ular, 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	of pe	teps involved in meeting the needs of disabled persons that are different from the needs rsons who are not disabled include, in particular, steps to take account of disabled ns' disabilities.
4	protec	g due regard to the need to foster good relations between persons who share a relevant sted characteristic and persons who do not share it involves having due regard, in ular, to the need to:
	(a)	tackle prejudice, and
	(b)	Promote understanding.
5		elevant protected characteristics are:
	(a) (b)	age disability
	(c)	gender reassignment
	(d) (e)	pregnancy and maternity race
	(e) (f)	religion or belief
	(g)	Sex sexual orientation
	(h)	sexual orientation