



**Northumberland**  
County Council



**Easy read  
booklet**

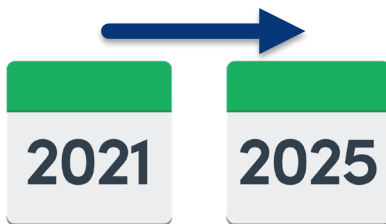
# **Our plan to treat everyone fairly 2021 to 2025**



# Who we are and what this booklet is about



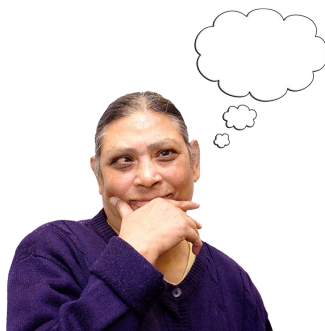
We are **Northumberland County Council**.



This booklet tells you about our 4 **equality objectives** for 2021 to 2025.



**Equality objectives** are the aims we chose to make sure we treat everyone fairly. They will help us plan what to do over the next 4 years.



We want to know what you think about our 4 equality objectives.

# Our 4 equality objectives



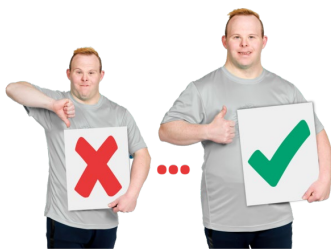
1. Learn more about what our **communities** need.  
**Communities** are different groups of people.



2. Listen, include and talk to our communities.



3. Have people with different skills and backgrounds work for us.



4. Be positive and make equality better everywhere.

# 1. Learn more about what our communities need.



We meet and talk to lots of different people, organisations and groups.

## We want to know

- how we can be better.
- if there are some groups of people not using our services.
- if different groups experience our services differently.



We want to know more about the people who use our services and who work for us. This will help us make better choices.



We want our services to be easier to use online. This is when you use a computer, tablet or mobile to use the service.

## We will



- think about what we already know and find out what is missing.
- talk to people who use our services to find out more about them.
- talk to our staff to find out more about them and see if they like working for us.
- find out if certain groups of people are not working for us and why not.
- check that our staff have the right skills and training to work with different groups of people.
- tell our managers about groups of people who do not work for us or are not happy at work.
- have different groups of people work for us and make sure they are happy at work.
- ask our staff if they have ideas about how to make it better to work for us.

## 2. Listen, include and talk to our communities.



We talk to communities in lots of different ways but we don't always know that everyone has the chance to have their say.



### We will

- talk with the different groups in our communities so we know what everyone thinks.



- make sure everyone can get the information we give out and understand it.



- make sure the different groups in our communities are able to have a chance to say what they think.

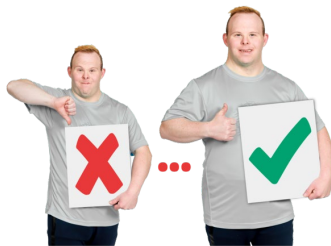
### 3. Have people with different skills and backgrounds work for us.



It will make us fairer and better if we have people with different skills and backgrounds work for us.



Different **backgrounds** means people from different groups and communities.



We want to be able to support all the communities using our services better.



We want to be able to support all our staff better.

## We will



- have people from different backgrounds work for us.



- look at the way we find new people to work for us and make this better.



- ask our staff questions so that we can know more about who works for us.



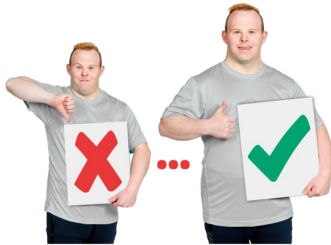
- train our staff so that they can be fair to everyone.



- find out how we can support our staff better.



## 4. Be positive and make equality better everywhere.



We want to make equality better in the council and in the organisations we work with.



We want our managers to think about and talk about equality and make changes that will make us fairer.



We want to support our staff better so that everyone is happy working for us.



We want to tell people about the good work we do and the changes we are making.



## We will

- have people called Champions who talk about equality and how important it is. They will listen to peoples ideas and make things better.



- train our staff about equality so that they can include and understand different people and make things better.



- look at the work we are doing and make sure it is working.



- set goals and targets to make sure things are better.



- talk in our newsletters, social media and website about what we are doing to make things fairer and about events that will help people understand everyone has different needs.

# We want to know what you think



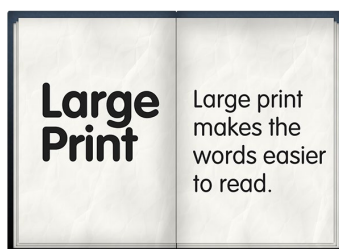
Are these the right things to do to make things fairer?



Do you have any other ideas about how we can make things fairer?



You can send us an email, phone us or fill in our online survey. You can ask someone who works with you and they will help you to let us know what you think.



Please tell us if you need this booklet in another format like Braille or large print.

# How to contact us



You can tell us what you think about our plan.

Call this phone number

**0345 600 6400**



Send an email to this address

**[Patrick.Price01@northumberland.gov.uk](mailto:Patrick.Price01@northumberland.gov.uk)**



If you have speech or hearing difficulties you can call this phone number

**018001 01670 623515**



If you are a BSL user you can go to this website

**[northumberlandcc-cs.signvideo.net](http://northumberlandcc-cs.signvideo.net)**