



**Notice of meeting of  
Social Inclusion Working Group**

**To:** Councillors Ayre (Chair), Aspden, Brooks, Crisp (Vice-Chair) and Gunnell

Non Voting Co-opted Members:

Sue Lister, York Older People's Assembly

Peter Blackburn, LGBT Forum

Sarah Fennell, LGBT Forum

Rita Sanderson, The BME Citizens' Open Forum (York Racial Equality Network)

Daryoush Mazloun, The BME Citizens' Open Forum (York Racial Equality Network)

Revd. Paul Wordsworth, Churches Together in York

David Brown, Access Group

Claire Newhouse, Higher York

Becca Cooper, York People First

Fiona Walker, Valuing People Partnership

John Burgess, Voluntary Sector Mental Health Forum

**Date:** Wednesday, 30 June 2010

**Time:** 6.00 pm

**Venue:** Priory Street Centre, York

**AGENDA**

**1. Declarations of Interest**

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on this agenda.

**2. Minutes**

(Pages 3 - 20)

To approve and sign the minutes of the last meeting of the Group held on 17 February 2010. An "easy read" version of these minutes is also attached.

### **3. Public Participation**

At this point in the meeting members of the public who have registered their wish to speak regarding an item on the agenda or an issue within the Group's remit can do so. Anyone who wishes to register or requires further information is requested to contact the Democracy Officer on the contact details listed at the foot of this agenda. The deadline for registering is **5.00 pm on Tuesday 29 June 2010**.

### **4. Group Working Arrangements 2010-11** (Pages 21 - 44)

This report summarises the decisions that the Group made during its development day on 29 March 2010 about the way it will operate in 2010-11, including a recommendation to the Executive to approve a change of name for the Group.

### **5. Budget 2010-11: Allocation of £1000** (Pages 45 - 48) **poverty and exclusion awareness raising fund**

This report asks the Group to consider how to use £1000 available in 2010-11 for its community groups to work collaboratively to promote awareness about poverty and social exclusion.

### **6. Meeting the Needs and Aspirations of the** (Pages 49 - 64) **Ageing Population in York**

This paper seeks the Group's input into the Council's review on how to meet the needs and aspirations of people over 50 in York.

### **7. Fairness and Inclusion Strategy and Single** (Pages 65 - 78) **Equality Scheme**

A presentation will be given about progress on the council Fairness and Inclusion Strategy and Single Equality Scheme in 2009-10.

### **8. Progress with Equality Impact Assessments** (Pages 79 - 110) **(EIAs) 2009-10**

This report summarises progress with EIAs in 2009-10.

### **9. Single Equality Act 2010**

A verbal update will be given on the Single Equality Act 2010.

**10. Any other business which the Chair considers urgent under the Local Government Act 1972**

Democracy Officer:

Name: Jayne Carr

Tel: (01904) 552030  
jayne.carr@york.gov.uk

For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details set out above.

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If you would, you will need to:

- register by contacting the Democracy Officer (whose name and contact details can be found on the agenda for the meeting) **no later than 5.00 pm** on the last working day before the meeting;
- ensure that what you want to say speak relates to an item of business on the agenda or an issue which the committee has power to consider (speak to the Democracy Officer for advice on this);
- find out about the rules for public speaking from the Democracy Officer.

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### Further information about what's being discussed at this meeting

All the reports which Members will be considering are available for viewing online on the Council's website. Alternatively, copies of individual reports or the full agenda are available from Democratic Services. Contact the Democracy Officer whose name and contact details are given on the agenda for the meeting. **Please note a small charge may be made for full copies of the agenda requested to cover administration costs.**

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If you have any further access requirements such as parking close-by or a sign language interpreter then please let us know. Contact the Democracy Officer whose name and contact details are given on the order of business for the meeting.

Every effort will also be made to make information available in another language, either by providing translated information or an interpreter providing sufficient advance notice is given. Telephone York (01904) 551550 for this service.

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## **Holding the Executive to Account**

The majority of councillors are not appointed to the Executive (40 out of 47). Any 3 non-Executive councillors can 'call-in' an item of business from a published Executive (or Executive Member Decision Session) agenda. The Executive will still discuss the 'called in' business on the published date and will set out its views for consideration by a specially convened Scrutiny Management Committee (SMC). That SMC meeting will then make its recommendations to the next scheduled Executive meeting in the following week, where a final decision on the 'called-in' business will be made.

## **Scrutiny Committees**

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

## **Who Gets Agenda and Reports for our Meetings?**

- Councillors get copies of all agenda and reports for the committees to which they are appointed by the Council;
- Relevant Council Officers get copies of relevant agenda and reports for the committees which they report to;
- Public libraries get copies of **all** public agenda/reports.

City of York Council

Committee Minutes

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|           |  |
|-----------|--|
| Meeting   | Social Inclusion Working Group   |
| Date      | 17 February 2010   |
| Present   | Councillors Ayre (Chair), Aspden, Brooks, Crisp (Vice-Chair) (agenda items 30-32 and 35) and Gunnell (agenda items 30-32 and 35)   |
|           | Non-Voting Co-opted Members:<br>David Brown – York Access Group<br>Sarah Fennell – LGBT Forum<br>Sue Lister – York Older People’s Assembly<br>Rita Sanderson – York Racial Equality Network<br>Fiona Walker – Valuing People Partnership |
|           | Expert Witnesses:<br>Maureen Ryan – Valuing People Partnership<br>Carolyn Suckling – York Access Group<br>George Wright – Humanist   |
| Apologies | John Burgess – Mental Health Forum<br>Daryoush Mazloun - YREN  |

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### **Mrs Corry Hewitt**

The group was saddened to hear of the death of Mrs Corry Hewitt, who had served as a representative of York Interfaith on SIWG. A card of condolence would be sent to Mrs Hewitt’s family on behalf of the group.

### **30. Declarations of Interest**

Members were invited to declare at this point in the meeting any personal or prejudicial interests they might have in the business on the agenda. None were declared.

### **31. Minutes and Matters Arising**

Resolved: That the minutes of the meetings of the Group held on 2 December 2009 and 28 January 2010 be approved as a correct record and signed by the Chair subject to it being noted that Fiona Walker and Maureen Ryan had

submitted their apologies for absence for the meeting on 28 January 2010 and that the meeting finished at 10.00 pm.

In accordance with the Group's request that their recommendations were tracked to ensure that they were being actioned, an update was given on matters arising from the previous minutes:

(i) SIWG Display Boards

Arrangements had been made for the SIWG display boards to be placed in the foyer at York St John University during International Women's Week. Information for inclusion on the boards should be forwarded to Sue Lister by the end of the week.

(ii) Name of the Group

Clarification was sought as to whether the suggestions regarding the name of the group were to be taken on board. It was noted that this would be considered further at the Development Day on 29 March 2010, along with issues including the SIWG budget<sup>1</sup>.

(iii) Roles and Responsibilities of Elected Members and Community Representatives

The minutes of the meeting of 28 January 2010 had made reference to the need to look at the role that Elected Members should play when future discussions took place with SIWG to examine the impact of budget proposals on the equality strands. Some Elected Members suggested that they felt that it would be appropriate for them to be present when such discussion took place but would not wish to participate. Others stated that they were happy to participate. It was agreed that further consideration would be given to this matter when the next budget round took place.

Members of the group suggested that there was a more general issue in terms of clarifying the roles and responsibilities of Elected Members and non-voting co-opted members on SIWG. Rita Sanderson offered to support the group in this matter<sup>1</sup>. Officers informed the



Group that this issue would be discussed and finalised at the Development Day on 29 March 2010.

Action Required

1. Include in programme for Development Day                      EC

**32. Public Participation**

It was reported that there had been no registrations to speak under the Council's Public Participation Scheme.

**33. Council Workforce Strategy**

A presentation was given on the council's Workforce Plan 2010-12. A copy of the presentation is attached as Annex A to these minutes.

SIWG were requested to offer feedback about diversity issues in the plan. It was noted that the council was the largest employer in the city. Consideration was given to York's population profile and how this compared to the council's workforce profile.

The Group welcomed the plan and put forward the following suggestions as to areas that needed further consideration:

- As well as encouraging disabled people to work for the council, more should be done to retain people who become disabled whilst working as an employee of the council.
- Flexible working is important.
- It is important that jobs are not "token jobs" – the level of job is also a key factor.
- Staff training is important – there needs to be a culture of tolerance. Diversity training should be a compulsory part of staff induction.
- Consideration should be given to job carving (The Blueberry Academy could advise on this)
- It was noted that there was no reference to LGBT in the plan. Officers explained that this was because they did not have this data from employees, although there was representation on the Staff Equalities Reference Group (SERG).
- It was suggested that some staff who are disabled or from a minority group may not wish for this to be known. It was

acknowledged that this made it more difficult to ascertain where there was under-representation.

- A suggestion was put forward that people might be reluctant to provide information regarding their sexuality but that if questionnaires were reworded to ask for “partnership preference” this may seem less intrusive.
- Officers were asked how robust the council’s arrangements were in ensuring that young people were represented in the workforce. Attention was drawn to the government funding that was available to support apprenticeships. Officers confirmed that the employment of more young people was a priority, as the number of 16-24 year old employees was very low. It was proposed to take a more directive approach to address this matter, for example the Corporate Management Team were to be asked to consider whether posts should be designated as apprenticeships up to a certain level unless there was a proven business case for alternative arrangements to be put in place.

Resolved: That it be requested that the comments put forward by SIWG be taken into account when the Workforce Plan is developed.

Reason: To help officers put in place a fair and inclusive Workforce Plan.

#### **34. Progress with the new Council Headquarters Project and related Equality Impact Assessments**

The Group received a presentation on the council’s Accommodation Project.

Copies of the comments made by SIWG when they were consulted on the project on 24 September 2009 were circulated, along with the response that had been made to each recommendation. This document is attached as Annex B to these minutes.

The Group was informed that the contract would be formally awarded to York Investors LLP the following Monday. The company would provide the council’s new headquarters and York Customer Centre at West Offices on Station Rise by 2012. The Group were shown diagrams illustrating the location of the new headquarters and initial design proposals. 70% of the

building would be new-build. The building would be very efficient in terms of the use of non-renewable resources and would have a BREEAM rating of “excellent”.

The Group made the following comments regarding the proposals:

- Whilst it was pleasing to note that the building would be accessible due to its central location and excellent public transport links, concerns were expressed that the appropriate use of the disabled parking bays may not be enforced. Officers stated that there would be a 24-hour presence on the site and therefore the use of the bays would be monitored.
- Because of the open-plan nature of the design, concerns were expressed regarding possible noise levels and the impact that this may have on those with autism. It was suggested that the acoustic specialist employed by the developer should be requested to consult with disabled people regarding this matter.
- It was important that appropriate consideration was given to the interior of the building, including the impact of colour and soft furnishings on behaviour. Meditation rooms should also be available.
- The Valuing People Partnership had been working on “Your Journey to Hospital” and would be pleased to assist the council in preparing similar accessible information on “Your Journey to York Council Headquarters”.
- The Group was informed that rationalisation from sixteen administrative offices to four would achieve significant long-term savings and fund the cost of the new headquarters. The Group stated that it was important that employees and members of the community were aware of this, as the project was taking place at a time when jobs were being cut at the council and some members of the community were losing valued services. It was important to make clear that the project was about delivering excellent services to the community as well as providing appropriate facilities for staff.

Details were given of the next stages in the process. The developers would be holding a pre-planning event at the Mansion House on Friday 5 March 2010 and Saturday 6 March 2010 to seek views on their latest design proposals. Invitations would be circulated to SIWG members, along with

details of how to access further information on the website<sup>1</sup>.

SIWG would continue to be consulted on developments regarding the council's new headquarters.

Action Required

1. Circulate details of consultation event and website link JC

**35. Community Cohesion - Approach and Plans**

The Group received a report about the council's approach and plans for community cohesion. Officers explained that community cohesion was about respect, fairness and inclusion for everyone who lives York. The council's Fairness and Inclusion Strategy made a commitment to develop a Community Cohesion Strategy/Action Plan by July 2010. A government-funded postholder would be working with the council until the end of May to support the work that was being carried out.

Work had started to explore some objectives and to find out what activities were already taking place that promoted cohesion. Inclusive York had been consulted about the work that was taking place and had emphasised the need to involve all partners. It was noted that many groups already had action plans in place, for example most schools had implemented community action plans.

Members of SIWG stated that YREN had considerable expertise in this issue and it was important to involve them in the work that was taking place. Officers explained that it was the intention to involve community groups but that the current focus was an audit of council activities. It was noted that if community groups were to be involved this had resource implications for them. It was therefore important that the work was appropriately resourced. YREN had previously carried out a considerable amount of work as the lead body of a Local Area Agreement (LAA) partnership bid, and whilst the application had been unsuccessful, the content and work should be acknowledged.

Members of the group stressed the importance of ensuring that that the community cohesion strategy also took into account the need to have in place effective hate incident reporting arrangements.

Resolved: That a progress report on the Community Cohesion Strategy be presented at the next meeting<sup>1</sup>.

Reason: To help officers put in place a fair and inclusive community cohesion plan and to give SIWG the opportunity to influence the plan.

Action Required

1. Include as agenda item for next meeting

EC

**36. Progress with More for York Equality Impact Assessments and Next Steps**

A report was received that outlined progress with More for York Equality Impact Assessments (EIAs) in 2009/10. It was noted that, as part of the More for York Initiative, a staff suggestion scheme was being set up.

The Group was updated on some of the ways in which the suggestions that they had put forward had been actioned:

- Parking arrangements at St Leonard's were being reviewed
- Consideration was being given to voice recognition software
- The council had signed up to the Plain English Standard and a Style Guide was in place<sup>1</sup>
- Suggestions regarding debt collection had been incorporated into the policy
- New recycling containers would have holes in the bottom to prevent water from collecting. The Chair informed the Group that he had also requested that the possibility of supplying tactile containers be explored.

Attention was drawn to the work streams in the report that had been considered by the staff equalities group.

The Group was informed of forthcoming EIAs on which their views would be sought. These included:

- The teams forming part of the Chief Executive's Office
- Fleet management (including minibuses for home to school transport)
- Taxi services/pool cars

- Property management and facility management
- Housing
- Children's social care
- Policy review for recruitment and selection
- City Strategy – planning
- Mobile working

Community representatives suggested that the council should consider whether it would be appropriate to reimburse community groups for the time and expertise that they gave to the council when considering EIAs. It was agreed that this should be discussed further at the Development Day<sup>2</sup>.

Resolved: That the report be noted.

Reason: To inform SIWG on progress with More for York EIAs and to present next steps as the programme progresses.

Action Required

1. At request of Group, circulate copies of Council's Style Guide to SIWG members JC
2. Include as issue to be considered at Development Day EC

**37. SIWG Development Day**

Copies of a report on the purpose and content of the next group Development Day had been circulated. SIWG members were encouraged to attend the event.

Resolved: That the report be noted.

Reason: To help the Group finalise the improvement work it started in 2009/10 and put in place a work programme for 2010-11.

**38. Any Other Business - Hate Incidents**

The Group was informed that YREN had been successful in its tender to help the Police Independent Advisory Group for York and Selby better understand Hate Crime. The work would enable the Police to improve its service to the victims of Hate Crime and the community. Copies of the proposed questionnaire were circulated. SIWG's support was sought in preparing an easy-read version of the questionnaire.

Resolved: That arrangements be made for an easy-read version of the questionnaire to be prepared<sup>1</sup>.

Reason: To support the process in ensuring that all members of the SIWG had the opportunity to be involved in the consultation.

Action Required

1. Prepare easy-read version of questionnaire

JC

Annex A – Council Workforce Strategy Presentation

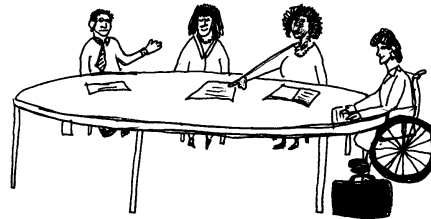
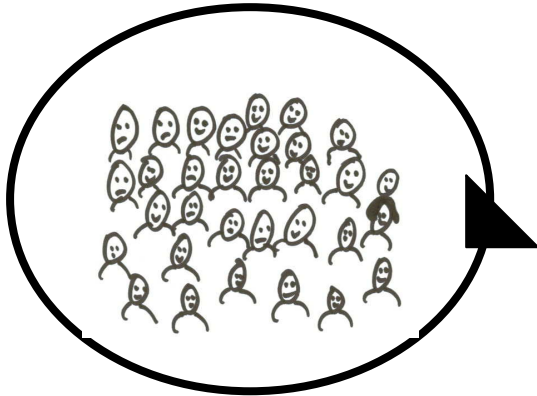
Annex B – Council Headquarters: Response to Feedback from SIWG

Councillor N Ayre, Chair

[The meeting started at 6.30 pm and finished at 9.00 pm].

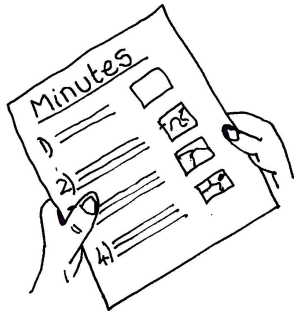
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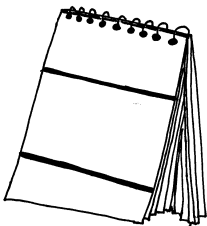


## Social Inclusion Working Group

*(Social inclusion means including everyone in society. The Social Inclusion Working Group has been set up to look at how all different communities in York can be given the same chances to take part in life and be included)*



## MINUTES



Date of meeting: 17 February 2010

**Members of the Council who were at the meeting**



**Nigel Ayre  
(Chair)**

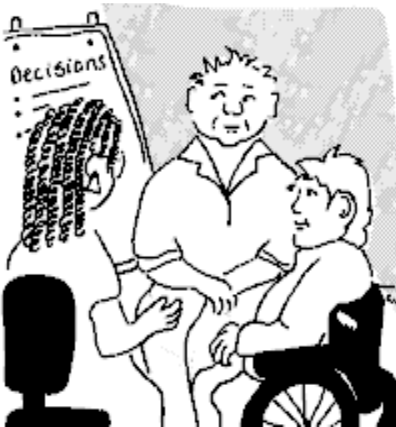
**Sonja Crisp  
(Vice-Chair)**

**Keith Aspden**

**Jenny Brooks**

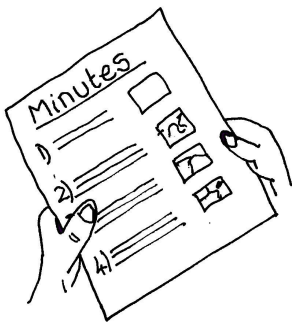
**Julie Gunnell**

**People who were at the meeting representing community groups and as expert witnesses:**



- David Brown (York Access Group)
- Sarah Fennell (LGBT Forum)
- Sue Lister (York Older People's Assembly)
- Maureen Ryan (Valuing People Partnership)
- Rita Sanderson (York Racial Equality Network)
- Carolyn Suckling (York Access Group)
- Fiona Walker (Valuing People Partnership)
- George Wright (Humanist)

**1. Minutes**



The Group agreed that the minutes of the meetings of 2 December 2009 and 28 January 2010 were correct.

Details were given of the actions taken following the last meeting.



### SIWG Display Boards

The SIWG boards would be on display at York St John University during International Women's week. If any of the groups wanted further information to be put on the boards they should send this to Sue Lister.

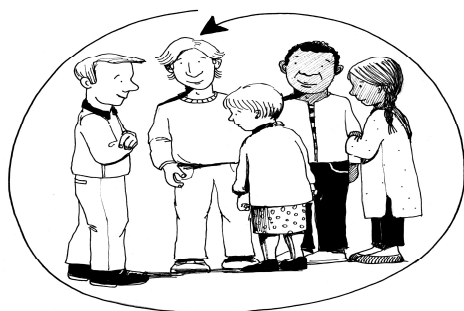


### Name of the Group

The Group decided to talk more about the name of SIWG at the Development Day.

At the Development Day the Group would also look at the different roles of members of SIWG.

## 2. Council Workforce Strategy



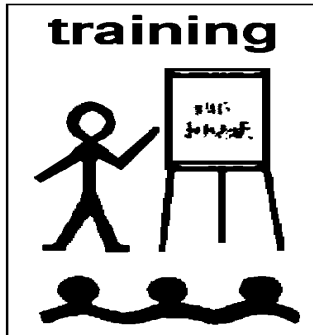
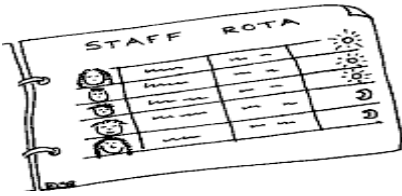
The Group heard about the council's Workforce Plan 2010-12. The Group was asked for their ideas about how the council could:

- Offer job opportunities that were available to all
- Ensure more BME, disabled and young people worked for the council
- Create a more inclusive culture

The Group said:



- As well as encouraging more disabled people to work for the council, more should be done to support people who became disabled whilst working at the council. This would mean that they may be able to keep working.



- Flexible working arrangements should be in place
- Jobs should not be "token jobs" - the level of job is also important
- There should be good training for staff. Diversity training should be given to all new staff.
- Job carving could be useful (the Blueberry Academy could advise on this)
- There is no mention of LGBT in the plan.
- Some people who are disabled or from a minority group may not want other people to know.
- Some people might be more willing to state their sexuality if they were asked about "partnership preference".
- The Council should employ more young people. Government money is available for apprenticeships

The Group's ideas would be taken into account when the Workforce Plan was developed.

### 3. Progress with the new Council Headquarters Project



The Group heard more about the new council offices and customer centre. They were told how the ideas that they had made at their meeting on 24 September 2009 had been taken into account.

York Investors LLP would have the contract for the new building.



The Group was shown pictures of what the new building might look like. They would be invited to an event giving more details about the design.

The Group made the following comments:

- It was important that the disabled parking bays were not misused.
- Because the building was open-plan it could be noisy. Take advice from an expert - the needs of people with autism have to be taken into account
- Consider how colour and soft furnishings affect behaviour. Make sure there are meditation rooms.
- The Valuing People Partnership worked on "Your Journey to Hospital" and could help prepare a "Your Journey to the York Council Headquarters".
- The council would save money by moving many offices into one building. It was important that people were told that the project was about improving services to the public as well as providing suitable office space for staff.



SIWGW would be asked for more views as the project went on.

#### 4. Community Cohesion



Community cohesion is about respect, fairness and inclusion. The Group heard about the work that the council was doing to develop a Community Cohesion Strategy and Action Plan. (A strategy is a plan to get to the long-term aims). The council had started by looking at the work that was already taking place to improve community cohesion.





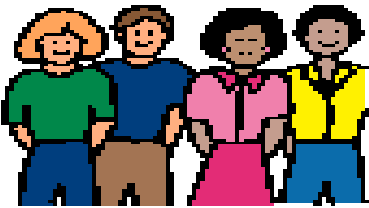
The Group said that it was important to involve YREN because of their expertise. They had done a lot of work as part of a Local Area Agreement (LAA) partnership bid. The bid had been unsuccessful but their work should be acknowledged.



The Group said that it was also very important that people could report hate incidents and know that they would be dealt with.

It was agreed that an update on community cohesion would be given at the next meeting.

## 5. More for York Equality Impact Assessments



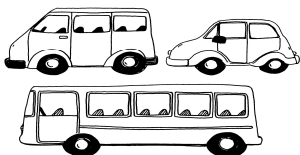
The Group heard more about the More for York Equality Impact Assessments (EIAs). EIAs help council officers make sure that council policies do not have a negative impact on people because of their gender, race, disability, age, religion or belief for sexual orientation.



As part of More for York a staff suggestion scheme had been set up.



The council had listened to the ideas that SIWG had suggested. Parking at St Leonard's was being looked at. The council had signed up to the Plain English Standard. Ideas about debt collection had been included in the policy. New recycling containers took account of comments made by SIWG



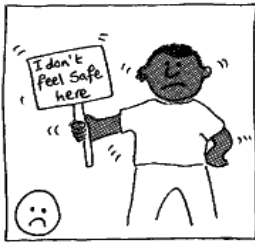
The next EIAs would include fleet management, taxi services/pool cars, housing, property management, children's social care and planning.

## 6. SIWG Development Day



The Group looked at a report about the next SIWG Development Day. This would be held on 29 March 2010. The Group was encouraged to come to the event.

## 7. Hate Incidents



YREN would be carrying out a project to help the police understand hate crime better. The work would help the police to improve its service to victims. Copies of a questionnaire on hate crime were given to the group. An easy-read questionnaire would also be prepared.

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Meeting of the Social Inclusion Working Group      **30 June 2010**

Report of the Director of Communities and Neighbourhoods

## **Group working arrangements 2010-11**

### **Summary**

1. This report summarises the decisions that the group made during its development day on 29 March 2010 about the way it will operate from April 2010 to May 2011.
2. The group is asked to note this report and request the Council Executive to approve the change of name (see paragraph 5 below).

### **Background**

3. The group has been discussing and improving the way it works since its first development day in February 2008. The detailed background to these discussions is in appendix 1 to this report.
4. The arrangements in appendix 1 were agreed at the group development day on 29 March 2010 and will be reviewed again after the next council election in May 2011. A note about what the group discussed and agreed at the day is in appendix 2.
5. Amongst other arrangements, the group decided to change its name to "Equality Advisory Group" so as to avoid the continuing confusion between this group and the Inclusive York Forum. In accordance with the council constitution the Executive will need to approve this name change.

### **Consultation**

6. The arrangements in appendix 1 have been arrived at following discussions at a workshop that took place at the meeting of the group in December 2009. These discussions were finalised and agreed at the group development day on 29 March 2010.

**Corporate Priorities**

- 7. The work of the group contributes to Inclusive City and Effective Organisation priorities.

**Implications**

- 8. None

**Risk Management**

- 9. None

**Recommendations**

- 10. The group is requested to
  - a. note the contents of this report
  - b. request the Executive to approve its change of name to Equality Advisory Group.

Reason: To note and record group working arrangements for 2010-11

**Contact Details**

**Author: Evie Chandler  
Corporate Equality and  
Inclusion Manager  
Tel: 551704**

**Chief Officer Responsible for the  
report:  
Sally Burns  
Tel: 551000**

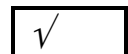
**Report  
Approved**



**Date**

**Wards Affected:**

**All**



**For further information please contact the author of the report**

**Appendices**

**Appendix 1:** Equality Advisory Group (EAG) (ex Social Inclusion Working Group - SIWG)- Arrangements for the period April 2010 to May 2011

**Appendix 2:** Social Inclusion Working Group Development Day  
Monday 29 March 2010 - Notes from the Day

# **City of York Council Equality Advisory Group (EAG) (ex Social Inclusion Working Group - SIWG)**

## **Arrangements for the period April 2010 to May 2011**

This paper is the result of extensive Group discussions that took place in February 2008, May 2009, December 2009 and March 2010.

The arrangements in this paper were finalised and agreed at the EAG Development Day on 29 March 2010.

### **1. Background**

The Group was set up in July 2006. Its main objective was to advise the council's Executive about equality issues in council services, through the Executive Member for Social Inclusion who chairs the Group.

The Group revisited its objectives at a workshop in December 2009 and concluded that they should be:

EAG meeting 30 June 2010 - Appendix 1

- i. advise the Executive on major council projects and initiatives and on equalities issues generally in the City of York Council;
  
- ii. extend and build contact with other equality groups and individuals in York in order to facilitate as wide an input as possible

Currently the Group is made up of 5 councillors (including the Chair), representatives from 10 equality community groups and relevant officers. It faces a number of opportunities and challenges that have resulted in this interim review of its role and objectives:-

### Opportunities

The Group has gained a good reputation amongst council officers as a time and cost efficient mechanism that supports equality community groups feed into and influence the **Equality Impact Assessment (EIA)** process, in accordance with the council's Fairness and Inclusion Strategy and corporate single equality scheme 2009-12.

In 2009/10, there were about 2-3 additional requests for the Group to consider proposed changes to council policy and practice, every time the Group met. This was partly due to a significant increase in the number of EIAs undertaken by council services. In 2008/9 officers undertook 18 EIAs. In 2009/10 year officers had upward 78+ EIAs in hand.

EAG meeting 30 June 2010 - Appendix 1

Since March 2008, the Group has considered approximately 40 council policy and service EIAs and has made comments and observations that have contributed significantly to: raising the profile of equality and diversity in the council; increasing awareness about equality and inclusion issues amongst councillors and officers; and influence changes that benefit customers from equality groups in the long run.

Although benefits arising from the EIA process will take time to come through, below are examples of changes that have resulted from EIAs that the Group has considered:

- The debt recovery policy was amended to take on board the needs of people from the equality strands, who through no fault of their own may find themselves indebted to council
- Door-step recycling processes were reviewed to ensure that disabled residents are enabled to recycle
- Current and future processes in the York Customer Centre were altered to take on board the needs of vulnerable users
- Council HQ design principles were reviewed to make sure that they were inclusive and the design brief issued to developers was amended accordingly
- Council communications (especially the internet and intranet and some key information leaflets) were reviewed to make them more accessible
- Competency assessment and disability equality training for drivers of wheelchair accessible hackney carriages and private hire vehicles was put in place, working with disability groups in the city

## Challenges

- As a result of increased awareness about the importance of equality and diversity to customer-focused services, the number of EIAs in the council has increased significantly. As a result, officers need to ask the Group (community representatives in particular) for input more frequently than before.
- Key challenges arising from the economic situation and the recent change in government are putting pressure on councillors' time.
- Community representatives who face a lot of demand on their time
- Continuing confusion between the Group and Inclusive York Forum, mainly arising from having similar-sounding names
- The introduction of the Single Equality Act from 1.10.10

## Next steps

In view of challenges faced by the council in 2010-11 (and beyond) because of the continuing recession as well as the council election in May 2011, during the Development Day in March 2010 the Group discussed and arrived at interim arrangements for the period 1.4.2010- 31.3.2011. These are outlined below.

### 1. Name

So as to avoid the continuing confusion with Inclusive York Forum, during this interim period, the name of the Group will be **Council Equality Advisory Group (EAG)** - the name agreed at the Development Day in

EAG meeting 30 June 2010 - Appendix 1

March 2010. **This new name will need to be approved by the Council Executive.**

### The Group and Inclusive York Forum

The Group works to improve council and council-led equality and diversity **practice** in council service and employment.

Inclusive York Forum (IYF) works to improve equality and diversity **outcomes** across the city. It works to improve life in the city for people from the equality strands.

## 2. Membership and way of working

The membership will remain largely as it is at present.

### Elected members

As the Group advises the Executive, it will continue to be chaired by the Executive portfolio holder for Social Inclusion.

In the interest of continuity, councillors who are currently members of the Group should remain for the period 2010-11.

As the role of the Group is advisory rather than decision-making, there is no need for political proportionality or for a minimum number of elected members to be present for **business meetings** (please see below for definition) to proceed. However, the Chair or the Vice Chair should be present during business meetings.

EAG meeting 30 June 2010 - Appendix 1

Roles and responsibilities for EAG councillors were developed at the Development Day on 29 March 2010 and can be found in **Appendix 1**.

### **Community representatives**

Community groups that currently attend EAG (including those who send expert witnesses) will nominate no more than two representatives each, to attend the **business meetings** (see below). For the purpose of continuity in this interim period, the groups will be encouraged to confirm current attendees as their nominated representatives.

As agreed last year, the York Independent Living Network - YILN (previously referred to as Centre for Independent Living) should be invited to send two representatives to business meetings. This is because in the past year the Network has made progress in developing an inclusive organisation for disabled people in the city. YILN representatives will serve side-by-side with the Access Group, the Valuing People Partnership and York People First, who in the interest of continuity should continue to be members of the Group for this interim year.

In addition the Youth Council will be invited to engage with the Group in ways that its members deem appropriate.



## Officers

Business meetings will be supported by Democracy Services. The Chair will be supported by the Corporate Equality and Inclusion Manager and the Council Management Team Equality Lead, who in 2010/11 is the Director of Communities and Neighbourhoods.

## Way of working

Every effort will be made to have fully accessible meetings. There will be:

- Accessible venues
- Support for community representatives to attend and participate, if requested
- Accessible communication, including short reports (whenever possible, no longer than 3 pages of A4), preferably in font comic sans serif (or other sans serif fonts), size 14, in plain English and whenever possible in Easy Read
- No Power Point presentations in general, unless done in Easy Read.

## Roles, responsibilities and ground rules

Roles and responsibilities for EAG members were agreed at the Development Day on 29 March 2010 and are in **Appendix 1**. Ground rules for meetings are in **Appendix 2**.

### 3. Meetings

Because of increased demand on councillor, officer and community representatives' time, during this interim period there will be 3 business meetings, 2 community engagement events (EIA Fairs/ Help us to get it right days), and one meeting with Council Management Team.

#### Business meetings

- Will take place in June, November and February.
- Will be organized and supported by Democracy Services.
- Will be open to the public and announced on the Council internet site.
- Minutes and matters arising from the meetings will be considered by the Executive, with a request that this is a distinct item on its agenda.
- Will be 3-hour long, including 15 minutes interval half way through
- Light refreshments will be served from 5:30 pm, the meetings will start at 6:00 pm and end at 9:00 pm at the latest
- The agenda will include:
  - A session at the beginning of each meeting lasting one and a half hours. This will cover issues concerning council policies and services tabled by community representatives, in advance of the meeting whenever possible. Issues of concern to a number of strands, will be considered first. Officers will respond to issues tables in advance during the meeting or by the following meeting at the latest.

EAG meeting 30 June 2010 - Appendix 1

- Reports on progress with the corporate Single Equality Scheme
- Reports about progress made with actions arising from the EIA process
- The members of the Corporate Equality and Inclusion Team will be available to brief and support elected members and community representatives before each meeting.
- Community representatives who attend business meetings, will be offered free transport to and from the venue and will be able to claim for attendance-related costs e.g. caring costs.
- In between business meetings, the Executive Member will co-ordinate attendance by councillors who are members of EAG, at community group meetings. The purpose will be to offer the opportunity to EAG community groups to discuss and share issues about equality in council services and employment with EAG councillors.

### Community engagement events

("Help us to get it right" days, also called "EIA days")

- **Will take place in October and January.** Dates will be announced by August 2010.
- One will take place 10:00 to 15:00 (with lunch), the other 15:00 to 20:00 (with supper), to make sure that those who are not available during the day or in the evenings get a chance to attend.
- There will be at least 9 EIAs considered at each event

EAG meeting 30 June 2010 - Appendix 1

- Will be open to all equality community "groups-of-groups" in the city, as listed on the York CVS site, not EAG groups only. They will be invited to send a limited number of representatives each (excluding personal assistants).
- All community representatives who attend, will be offered free transport to and from the venue and will be able to claim for attendance-related costs e.g. caring costs.
- Meetings will be organized and supported by the corporate Equality and Inclusion Team and the council's Directorate Equality Leads network (DEL).

### Meeting with Council Management Team (Directors and Chief Executive)

This meeting was first requested by EAG community groups at the Development Day in May 2009 and agreed in principle with the Chief Executive and corporate management team Equalities Lead in post at the time. The meeting is:

- Expected to take place in December 2010
- Likely to take place 10:00 - 15:00 or 15:00 - 20:00 with refreshments
- Not open to the general public, but open to all equality community groups-of-groups (or "umbrella" groups) in the city. They will be invited to send two representatives each (excluding personal assistants)

EAG meeting 30 June 2010 - Appendix 1

- The main aim is for each Director to:
  - report on progress with their directorate equality scheme
  - present and discuss personal and directorate equality objectives for the coming year
- Organised and supported by the corporate Equality and Inclusion team.
- All community representatives who attend, will be offered free transport to and from the venue and will be able to claim for attendance-related costs e.g. caring costs.

#### 4. Budget

There is £7,240 total available for 2010-11. This is expected to be spent as follows:

- **£ 3,240** to go towards accessible meetings costs, including the 2 EIA Fairs and the meeting with Council CMT
- **£ 3,000 (£250 each)** to be allocated equally amongst the 12 EAG community groups. The groups are:
  1. YOPA (older people)
  2. Higher York (young people in higher education)
  3. Youth Council (young people)
  4. YREN (race)
  5. ACCESS the Group (physical and sensory disability)
  6. York People First (learning disability)
  7. Valuing People Partnership (learning disability)

EAG meeting 30 June 2010 - Appendix 1

8. Mental Health Forum (mental health)
9. Interfaith Forum (religion and belief)
10. York Humanists (belief)
11. LGBT forum (sexual orientation, trans issues)
12. York Independent Living Network (disability)

Increasingly, officers need to approach one or several of the EAG groups outside scheduled meetings to seek guidance about strand-specific issues, sometimes at very short notice. So far groups have been asked to help on a voluntary basis and have not been recompensed for their input.

Given the anticipated rise in EIA numbers during 2010-11, the need to approach groups outside scheduled meetings and at short notice is likely to increase. Therefore, each EAG group will receive a sum of £250 early in the municipal year in lieu of making limited members' time available when required, to attend discussions about EIAs- even if this request comes at a short notice (not shorter than 5 working days). If members of community group(s) have to travel to meet with officers, travel and attendance expenses will be paid from the £250 given to each group, except for expenses over £50 (mainly expected to be for translation etc). These will be met from the £3,240 available for accessible meeting costs.

The Equality and Inclusion Team will make the necessary arrangements and brief both officers and community attendees before they meet. Officers will make no more than 5 such requests per group per year (excluding business meetings and EIA Fairs).

- **£1,000** to be available in 2010-11 for EAG community groups to work collaboratively to promote awareness about poverty and social exclusion as it affects people from the equality strands, in the context of **2010 European Year for Combating Poverty and Social Exclusion**<sup>1</sup>. This will help the council meet equality legislation duties, as well as the requirements of its own single equality scheme. It will also raise awareness about poverty and exclusion faced by people who have multiple equality identities. In recognition of the findings of the Place Survey and various studies recently published in the city, events funded from this budget will be encouraged to focus on B&ME, younger and older people and LBGT poverty and exclusion issues, as a priority.

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<sup>1</sup> Details about the European Year can be found at <http://europa.eu/rapid/pressReleasesAction.do?reference=IP/07/1905&format=HTML&aged=0&language>

## **Appendix 1 - Roles and responsibilities as agreed at Development Day 29 March 2010**

The role of **EAG community representatives** is:

- To be the main conduit of information between EAG and the community group they represent.
- To be a voice for the community and strand they represent.
- In relation to council services, to find out the views needs and experiences of members of the group(s) they represent and bring them to the attention of EAG
- To contribute to council EIAs

They will be expected to:

- Attend regularly (at least two out of three meetings)
- Be mandated or elected by their group
- Be open and transparent
- Be realistic
- Value and respect other EAG members
- Be prepared to provide information to, and learn from, other members of EAG
- Cascade information to and from the group they represent
- Put forward representative rather than personal opinions
- In relation to council services, find out the views needs and experiences of members of the group(s) they represent and bring them to the attention of EAG



The role and responsibilities of **EAG councilors** are:

- In the case of the Chair, to be the main conduit between the Group and the Executive
- To be the main channel of communication and information between EAG and the wider councilor body
- To be the voice for equality issues in the councilor body and to help raise awareness about equality and diversity in the council in general

They will be expected to:

- Attend regularly or send their nominated substitute
- Be open and transparent
- Be prepared to learn from community representatives
- Listen and act.
- Respect and value community representatives
- Not to be political
- Visit EAG groups between EAG meetings
- Be well informed about equality and diversity

The role of **council officers** who support and attend EAG (including Council Management Team members when they attend) is:

- To make information accessible to community representatives - for example, use font Arial or Comic Sans Serif when they write reports; use Easy Read whenever possible

- Take action as agreed and provide regular updates about progress

They will be expected to:

- Be well informed about equality and diversity. [*Council Management Team members will be encouraged to undergo mandatory equality awareness training*].
- Avoid "council-speak" when they communicate and/or provide glossary of terms
- Show respect and goodwill towards community representatives
- Attend business meetings and update EAG about progress with equality action in each Directorate. They should be senior officers and Directors (not just the Director responsible for equality in the council)

Officers should be clear that the Group is not a substitute for consultation and engagement with specific equality communities and partnerships, where the work area under review relates mainly to specific equality strands. Groups and partnerships that fall in this category include YorOK, Physical and Sensory Impairment partnership, Valuing People Partnership etc

**Appendix 2 - EAG meetings ground rules as agreed at  
Development Day on 29 March 2010**

- Respect each other's learning and level of expertise
- Allow previous speaker to finish before speaking
- Respect each other's opinion, even though you may disagree
- Work through the chair of the meeting

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## **Social Inclusion Working Group Development Day**

Monday 29 March 2010

### **Notes from the Day**

This was our 3<sup>rd</sup> development day since February 2008.

At our meeting in February 2010, we decided that the purpose of the day was to finalise discussions we started in December 2009 about how the group works and to look at how the council collects information about the needs and experiences of people from the equality strands.

The day was facilitated by David McCormick who is the chair of the council's Staff Equality Reference group.

3 out of 5 councillors attended, including the Chair and Vice Chair, and there were community group representatives from all the strands except for religion and belief and young people.

#### **The way we work**

**In the morning**, we spend time to get to know each other, looking at our life and work experiences and sharing what we had to bring to the group as individuals.

We then looked at the way we had worked up to now, and discussed and agreed how we needed to work in the future.

We particularly focused on:

- A new name
- Our objectives for 2010-11

Appendix 2

- Our membership: support, roles and responsibilities
- Our meetings in 2010-11
- The budget for 2010-11

We recognized that any decisions we made during the day would only apply for the period April 2010 to May 2011, because of many changes taking place after this year including a council election in May 2011.

What we decided is in the paper called " Arrangements for the period April 2010 to May 2011 ".

**Collecting information about the needs and experiences of people from the equality strands.**

**In the afternoon**, we discussed the form that the council uses to collect information about people from the equality strands.

We looked at various examples, including one from Leeds NHS.

We agreed that it was necessary to collect information about **all the strands**, but we recognized that this was a challenging task. For example, we thought that some people would not be happy to be asked what they thought were "private questions", others would not like some of the language used to describe the equality strands.

We decided that Evie would put in place a questionnaire for us to look at again. This is attached here.



### Equality Monitoring Form

We want to make sure that the council is a fair and inclusive service provider. Your answers to the following questions, will help us make sure that everyone's needs are considered in council policy and practice. **The information you provide is anonymous will be kept confidential.** Only council employees will use this information.

**Your Gender:** Male  Trans Male  Prefer not to say   
Female  Trans Female

**Your Date of Birth:** / / Prefer to not say

**Your postcode:** Prefer to not say

#### Ethnic Origin:

Please choose one section from A-E and then tick the appropriate box to indicate your ethnic background or please tick this box:  
I prefer to not say

#### A. White:

- British  
 Irish  
 Any other White background  
please specify:

#### B. Mixed Race:

- White and Black Caribbean  
 White and Black African  
 White and Asian  
 Any other Mixed background  
please specify:

#### C. Asian or Asian British:

- Indian  
 Pakistani  
 Bangladeshi  
 Any other Mixed background  
please specify:

#### D. Black or Black British:

- Caribbean  
 African  
 Bangladeshi  
 Any other Mixed background  
please specify:

#### E. Other Ethnic Groups:

- E. Other Ethnic Groups:**  
 Gypsy  
 Traveller  
 Any other background  
please specify:

#### Do you consider yourself to be disabled?

Yes  No

Prefer to not say

If you tick "Yes", please tick as many boxes below as apply:

#### Physical Impairment

(such as using a wheelchair to get around and / or difficulty using arms, legs etc)

#### Sensory Impairment

(such as being blind / having a serious visual impairment or being deaf / having a serious hearing impairment)

#### Mental health condition

(such as depression or bipolar)

#### Learning disability

(such as Downs syndrome or dyslexia or cognitive impairment (such as autism or one resulting from head-injury)

#### Long-standing illness or health condition

(such as cancer, HIV, diabetes, chronic heart disease, or epilepsy)

**To safeguard anonymity**, this form will be separated from other material you send us and will be dealt with by a different set of council employees.

**Thank you for helping us continue to improve our employment policies and practices!!!**

#### Partner preference:

- Heterosexual / Straight  
 Lesbian / Gay woman  
 Gay man  
 Bisexual  
 Prefer not to say

#### Relationship Status:

- Married  
 Co-habiting  
 Civil Partnership  
 Single  
 Other  
 Prefer not to say

#### Please tick the appropriate box to describe your religion or belief:

- Buddhist  
 Christian  
 Hindu  
 Jewish  
 Muslim  
 Sikh  
 No Religion  
 Other please specify:  
 Prefer not to say

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Meeting of the Social Inclusion Working Group      **30 June 2010**

Report of the Director of Communities and Neighbourhoods

### **Budget 2010-11: Allocation of £1000 budget**

#### **Summary**

1. The report asks the group to discuss how to use £1000 available in 2010-11 for its community organisations to work collaboratively to promote awareness about poverty and social exclusion.
2. Community organisations that are members of the group, are invited to work together to put one common proposal forward.
3. The group is asked to appoint one of the community organisations to project manage this fund.

#### **Background**

4. At its Development Day on 29 March 2010, the group decided that £1,000 of its annual budget will be made available in 2010-11 for its community organisations to work collaboratively to promote awareness about poverty and social exclusion, as it affects people from the equality strands.
5. The community groups are expected to stage one event or a series of events, aiming to raise awareness about poverty and exclusion faced by people who have multiple equality identities.
6. At its development day in March 2010, the group recognised that it needed to respond to the findings of the Place Survey 2008, various studies recently published in the city as well as to support of the developing community cohesion plan for the city. Therefore, the group decided that events funded by this budget should focus on raising awareness about poverty and exclusion faced by people from black and minority ethnic groups, younger and older people and lesbian, gay, bisexual and trans people.

7. Events organised will be taking place in the context of 2010 European Year for Combating Poverty and Social Exclusion<sup>1</sup>. The objectives of the Year are:
  - Recognition of the right of people in poverty and social exclusion to live in dignity and to play a full part in society;
  - An increase in the public ownership of social inclusion policies, emphasising everyone's responsibility in tackling poverty and marginalisation;
  - A more cohesive society, where no one doubts that society as a whole benefits from the eradication of poverty;
  - Commitment of all actors, because real progress requires a long-term effort that involves all levels of governance.
  
8. In line with previous decisions about how group budgets should be spent, only new or innovative events will be funded.

### **Consultation**

9. The group set this fund up at its Development Day in March 2010.

### **Corporate Priorities**

10. Events funded by this budget contribute to Inclusive City priorities.

### **Implications**

11. None

### **Risk Management**

12. None

### **Recommendations**

13. The group is requested to:-
  - a. discuss ideas for the use of £1000 available in 2010-11 for its community groups to work collaboratively to promote awareness about poverty and social exclusion

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<sup>1</sup> Details about the European Year can be found at <http://europa.eu/rapid/pressReleasesAction.do?reference=IP/07/1905&format=HTML&aged=0&language>

- b. appoint one of the community groups to act as fund and project manager for this fund

Reason: To allocate the relevant budget.

**Contact Details**

**Author: Evie Chandler  
Corporate Equality and  
Inclusion Manager  
Tel: 551704**

**Chief Officer Responsible for the  
report: Sally Burns  
Tel: 551000**

**Report  
Approved**

**Date**

**Wards Affected:**

**All**

**For further information please contact the author of the report**

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Meeting of the Social Inclusion Working Group      **30 June 2010**

Report of the Assistant Director Service Delivery & Transformation  
Adults, Children & Education

## **Meeting the needs and aspirations of the ageing population in York**

### **Summary**

1. The report in appendix 1, summarises how the council meets the needs and aspirations of older people living in the city and what it thinks it needs to do in the future to continue meeting them.

### **Background**

2. This is outlined in appendix 1.

### **Consultation**

3. During the meeting officers will explain more about the contents of the report and then will ask the group the following questions:
  - Is what we do now, enough?
  - Is what we plan to do in the future, enough?
  - What else should we be doing ?

### **Corporate Priorities**

4. This work contributes to the Inclusive City priority

### **Implications**

5. None

### **Risk Management**

6. None

**Recommendations**

- 7. The group is requested to note the contents of the report and discuss them with officers

Reason: To seek the group's input in this area

**Contact Details**

**Author: Evie Chandler  
Corporate Equality and  
Inclusion Manager  
Tel: 551704**

**Chief Officer Responsible for the  
report: Graham Terry  
Tel: 55 4000**

**Report  
Approved**

**Date**

**Wards Affected:**

**All**

**For further information please contact the author of the report**

**Appendices**

Appendix 1 - Meeting the needs and aspirations of the ageing population in York: What the council does now and what it plans to do in the future



**Meeting the needs and aspirations of the ageing population in York**



**What the council does now and what it plans to do in the future**

Paper to the  
Equality Advisory Group (ex Social Inclusion Working Group),  
30 June 2010

## This paper is about..

...what the council is doing now to meet the needs and aspirations of people over 50 in York, and what it thinks it should be doing in the future.

We want your views about whether what we are doing now and what we propose to do in the future, is what older people need and want.

## Why is the council doing this work?

We started this work because one of the priorities for the council is to "ensure that council services respond to the changing population"

In 2008, 28 out of 100 people living in York were over 55 years old. In 2029, out of 100 people living in York, 30 will be over 55 years old. So we asked, "Is the council ready to respond to the needs and aspirations of York's ageing population?"

In February/March 2010 we asked council services to tell us what they were doing for the over 50s now and what they were planning to do in the future. To help them answer, we gave them a list that the World Health Organisation (WHO) has put together about what is important to older people about life in a city.

Here is the list:

- **Outdoor spaces & buildings** - safe, secure, and clean





- **Transportation** - accessible and affordable transportation



- **Housing** - a range of affordable housing options



- **Social participation** - opportunities to participate in a wide



range of activities

- **Respect & social inclusion** - older people are respected and listened to and involved in key decisions that affect them



- **Civic participation & employment** - opportunities to work and volunteer



- **Communication & information** - older people can access



information easily

- **Community & health services** - access to services that help promote independence and help keep people living in their



own homes but plugged into social networks

We talked to many managers including the 30 most senior managers in the Council. What follows is a **summary** of what they told us.

## Work we do now

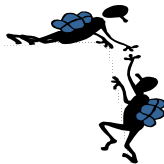


### Employment

Examples:

- Future Prospects provide free information, advice and guidance on learning and work issues to all ages
- Future Prospects promote individuals to employers and provide additional support once in employment

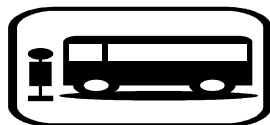
### Volunteering



Example:

- The archives and local history service offers volunteering opportunities mostly taken up by older people, working on making the city's 800-year-old archive more accessible to users

## Bus Services



### Examples:

- Council provides free travel to all persons over the age of sixty, the disabled and their carers
- There is a Dial & Ride service for York residents who cannot use local bus service

## Quality of the Local Environment



### Examples:

- Using York Pride budgets, we make improvements in local areas that include benches, planting, clean ups, etc
- Our parks & gardens have awards as quality green spaces because of improved footpaths, seats and facilities

## Reducing Crime



### Examples:

- Cold calling controlled zones help prevent unwanted callers to residents' properties and reduce crime
- Safer York Partnership is supported by the council
- In partnership with Age Concern, we operate the Home Services Directory, a directory of 'trusted traders' vetted by trading standards & police
- We act against doorstep traders who commit trading standards offences especially when they target elderly & vulnerable residents at home

- We have set up the York Safeguarding Adults Board and work with our partners to keep vulnerable adults safe

## Road Safety



### Examples:

- Work is underway to make roads and footways easier to access. This includes the Footstreets review and the City Centre Area Action Plan
- We provide dropped curbs at pedestrian crossings

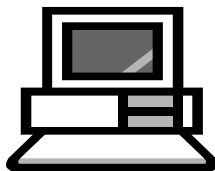
## Emergency Planning



### Examples:

- Flood Plan considers the needs of vulnerable people, including older people
- We have provided a £60k aluminium walkway at City Mills sheltered housing scheme for use during floods . City Mills houses older and disabled people

## Digital inclusion



### Examples:

- Libraries offer free access to computers and the Internet and help to computer users - including free 1-2-1 starter sessions for people who are new to computing. We run approx 600 sessions per year, over 500 are for older people



## Tackling Poverty

### Examples:

- The 'Hotspots' fuel poverty initiative is about training front line staff (e.g. home carers, pension visitors, PCT staff) to check if there are potential fuel poverty and/or fire safety issues in a household. A referral card is then sent to a co-ordinator who then involves specialists to provide energy efficiency advice, benefit checks, fire risk checks and other advice.
- We provide benefits advice and support to make applications, appeals etc. This includes the option of being visited at home; hospital etc
- We work to improve take up of Pension Credits
- The Customer Finance Team in Adult Social Care completed benefit checks for approximately 1,700 customers in 2008/09, resulting in £1.1m of additional benefits being claimed
- We run benefit take-up campaigns that target people living in the poorest areas of the city



## Improving Accessibility

### Examples:

- We have improved most of our buildings. In 2008 we had 3 times more accessible council buildings than in 2003/4
- We have made sure new and refurbished buildings meet the needs of all ages (e.g. York Explore library has a Changing Place facility)
- With the York Blind and Partially Sighted Society (YBPSS), we operate and maintain a network of Talking Signs. These are located centrally in the City and are triggered by special key fobs available from YBPSS - telling the visually impaired about their location and nearby points of interest, with directional instructions
- First Call 50+, is a service that we support for Age Concern to give advice and information for over 50's, about their health and well being
- Our printed information (wherever possible) has large lettering and the main ideas are shown by clear headings and boldface type. All documents are available in larger typeface on request
- Our officers are asked and supported to write in plain English, as often as possible
- The council website is being re-designed to improve accessibility



## Customer Consultation & Involvement

### Examples:

- Within Adult Social Care, the LINKS 2009/10 joint engagement and consultation work plan priorities included:
  - Dignity and respect in social care
  - Future of Mental Health services
  - Planning and buying own care services

- Provision of hospital facilities for people with long term conditions
- Implementation of End of Life strategy



## Community Cohesion

- With our partners we are putting in place the Community Cohesion Strategy and Action Plan for York. This should be ready by September 2010
- We are looking at how different communities use and get along in our city centre
- Our schools run a lot of initiatives to encourage communication between old and young
- The Children & Young People's Plan (CYPP) has an explicit objective to deliver "intergenerational projects to reconnect generations"



## Culture

### Examples:

- We support the annual 50+ festival week
- We support an annual programme of free events that are enjoyed by everyone including older people. They include band concerts, specialist markets, art exhibitions, food festivals, residents festivals
- Most library facilities are free including membership, loans of books, computer use, and online resources such as Ancestry

- The Home Library Service offers a free "books on wheels" service to anyone who cannot get to a library. This service reaches approximately 125 people. There are also plans to provide a mobile library that can visit residential homes
- We provide the Music in Care Homes Project in 5 care homes in the city



## Housing

### Examples:

- We have done health and social care needs assessments for older people as part of the York Commissioning Strategy, and York Older People's Housing Strategy
- Our Standards & Adaptations team carry out modifications to existing houses, to enable those over 60 to remain in their homes.
- The Home Improvement Agency (HIA) service provides advice and help to vulnerable and older people to help them stay independent in their own homes. It identifies necessary repairs, finds reliable contractors and manages any work that needs to be done. HIA provides a handyman service for vulnerable private sector residents too
- The Discus regeneration project will provide 196 new homes over 3 sites built to Lifetime Homes Standard. They include 2 bedroom bungalows and a state of the art 41 apartment extra care scheme with communal facilities and smart technology
- Assessment of housing and housing related support needs of over 55s is currently going on. This will inform future strategies, allocation of sites (for specialist older persons housing, both market and affordable) and resources





## Promoting & Supporting Independence

The main aim of our Adult Social Care is to support people to remain independent, living in their own homes as long as possible. Examples of what we do include:

- Individual budgets
- A team of 'Community Facilitators' who promote and develop community activities and facilities for all people including older people
- The handyperson scheme
- The toe-nail cutting service - relatively small in scope but big in terms of impact and quality of life



## Promoting Healthier Lifestyles

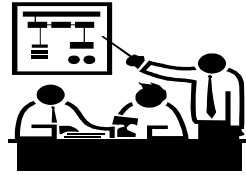
Examples:

- The 'Fit as a Fiddle' project we run with Age Concern, supports people over 50 to take part in more physical activity. They include the 'Fit as a Fiddle' cycle training and rides for over 50s.
- We support Walking for Health programmes including city centre walks



## Dignity and Respect

- We promote dignity in care within all of our residential homes and in everything we do with our partners



### **Joint Working**

- We work with our partners to deliver services like intermediate care, dementia and end of life services

### **Work we need to do in the future**

We have identified the following as areas where we believe the council needs to do more if it is going to be able to continue to meet the needs and aspirations of York's ageing population.

### **Understanding who older people are and what they need**



We need to produce a 'customer profile' of York's older population - number, age, location, economic situation, family situation, etc - to help us deliver the right services.

## Promoting Positive Messages and Images about Ageing



Research tells us that positive older people images improve their lives as well as improve their chances to live longer. We need to use more positive older people images in all our communications.



## Improved Co-ordination

We already do a lot to meet the needs of York's older people but we could do more to 'join-up' activities and initiatives both inside and outside the council to avoid duplication and wasting resources.



## Community Planning

We need to plan our services working **with** communities more, which will hopefully lead to more services being delivered **by** older people, as well as **for** older people.



## **Work with voluntary sector more**

This is because the sector not only supports older people but it also provides opportunities for older people to contribute to life in York, get involved and become less isolated.

## **What do you think?**

We need your feedback!

- Is what we do now enough?
- Is what we plan to do in the future enough?
- What else should we be doing?

What you tell us will help us put together a report that will be discussed by our Chief Executive and Directors sometime in July. They will then decide an agreed way forward that will be shared with you again, before it is finally taken to councillors to decide the next steps.

### **Graham Terry**

Assistant Director, Service Delivery & Transformation  
Adults, Children & Education  
City of York Council

### **Chris Weeks**

Business Support Manager, Service Delivery & Transformation  
Adults, Children & Education  
City of York Council



## Agenda Item

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Meeting of the Social Inclusion Working Group      **30 June 2010**

Report of the Director of Communities and Neighbourhoods

### **Progress with the council Fairness and Inclusion Strategy and Single Equality Scheme in 2009-10**

#### **Summary**

1. During this item, officers will make a presentation about progress with the above.
2. The leaflet in appendix 1 summarises the current Fairness and Inclusion Strategy and Single Equality Scheme in 2009-10
3. The group is asked to note the contents of the presentation.

#### **Corporate Priorities**

4. The strategy and scheme contribute to the Inclusive City and the Effective Organisation priorities.

#### **Implications**

5. None

#### **Risk Management**

6. None

#### **Recommendations**

7. The group is requested to note the contents of the presentation

Reason: To inform the group about progress in 2009/10

#### **Contact Details**

**Author: Evie Chandler  
Corporate Equality and  
Inclusion Manager**

**Chief Officer Responsible for the  
report: Sally Burns  
Tel: 551000**

**Tel: 551704**

**Report  
Approved**

**Date**

**Wards Affected:**

**All**

**For further information please contact the author of the report**

**Appendices**

**Appendix 1 – Corporate Fairness and Inclusion Strategy and Single Corporate**

**Equality Scheme – Easy Read Leaflet March 2010**

# Corporate Fairness and Inclusion Strategy and Single Corporate Equality Scheme



CITY OF  
**YORK**  
COUNCIL



## Word list

### Audit Commission

An independent watchdog which checks on public services to make sure services are doing a good job.

### Consultation

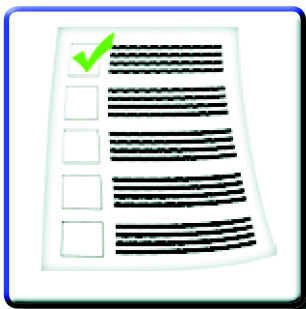
A way of finding out what people think.

### Corporate Engagement Strategy

A big plan to help the council find out what people want and tell people about services.

### Equality Framework for Local Government

Actions that all councils have to follow to make sure they meet equality law and best practice



### Equality Impact Assessments

A way of checking how a service or policy might affect groups of people in the equality strands.

### Equality Scheme

Actions to make sure no-one is excluded from council services and employment because of their gender, age, race, sexual orientation, disability or religion and belief.

### Equality Strands

These are people grouped by their gender, age, race, sexual orientation, disability or religion and belief. We aim to make sure that people are not treated unfairly because of these things.

### Fairness and Inclusion

Making sure that people are treated fairly and get the support they need to take part in the community.



### Partners

The groups we work with in the private, public, community and voluntary sectors.

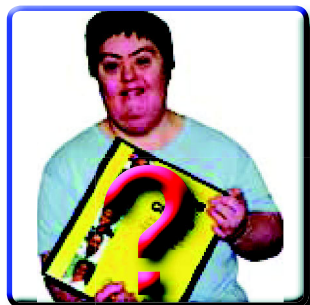


## Sexual Orientation

Whether a person is gay, lesbian, straight or bisexual.

## Strategy

This is a big plan - which usually lasts for several years.



## What's in this booklet?

- About the council
- What are 'fairness and inclusion'?
- Why 'fairness and inclusion'?
- Who lives in York? What is life like in the city?
- Making the lives of people from the equality strands better, in York – main actions from July 2009-2012: (The Single Corporate Equality Scheme 2009-12)
- Who will make sure the strategy and scheme happen?
- How will we know the strategy is working?
- Tell us what you think



## About the Council

The council is made up of many different services. Each of these must meet different needs, laws and ways of working.



The Fairness and Inclusion Strategy and the Single Corporate Equality Scheme 2009-12 will make the way we work more consistent **across the council**. They put disadvantaged people **first** when we plan and deliver our services.



## What are 'fairness and inclusion'?

They are about **treating people in line with their needs** and making sure people do not get worse services and jobs because of their:

- Gender
- Disability
- Race
- Age
- Religion and belief
- Sexual orientation



## Why fairness and inclusion?

Because it is important to:

- People who live in the city - because it makes their lives better
- Councillors and council staff working with partners in the private, public, community and voluntary sectors. They all have said that:



"We will do our best to make sure that all citizens, regardless of race, age, disability, sexual orientation, religion or belief or gender, feel included in the life of York. We will help improve prospects for all, tackle poverty and exclusion, and make services and facilities easy to access."



- To do as Equalities law asks. It protects people who may suffer discrimination because of their gender, disability, race, age, religion and beliefs or sexual orientation. These are the called the **equality strands**.

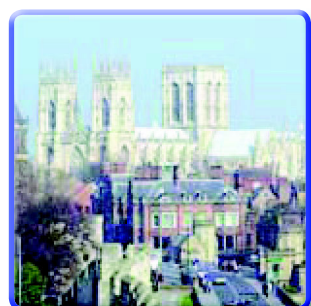


The law says the council must be **fair and inclusive** in services and jobs. It also says that the council must promote fairness and inclusion in the community it serves and the organisations it works with. It asks the council to set up action plans to show how it will meet equalities law.



- **The people who inspect us.** They work for the **Audit Commission** and check that the council is doing a good job. They expect us to do everything we can to meet the needs of groups of people in the equality strands so everyone has equality of opportunity when using our services or working with us.

They also expect the council to spend money wisely, where it will help as many people from the equality strands as possible, or groups of people from the equality strands that are particularly vulnerable.



### Who lives in York? What is life like in the city?

To write this strategy, we first thought about who lives in York and what life is like in the city.

A mixture of people live in York.

If only 100 people lived in York in 2001:

- **91** would class themselves as White British and **9** as Black and Minority Ethnic
- **52** would be women, **48** would be men
- **41** would be over **45** years old; **23** would be under 19 years old
- About **5** would have different sexual orientations
- **17** would have no faith or belief; **76** would, with about **74** of them saying they were Christian
- **17** would have long-term illness



## More about York

York's population is growing. There are more women, older people and Black and Minority Ethnic groups.



People from different religion and belief backgrounds, and the Lesbian, Gay, Bisexual and Trans communities are asserting their identities and needs more.

York is a 'well off' city with small areas where people are not so well off. In comparison to other people who live in York, they often face poor education, health and job prospects.

## Difficulties people face in the city

Over two years, we asked groups of people from the equality strands to tell us about difficulties they face in the city. This is what they told us:



- Difficulty in **accessing information, services and jobs**
- Possibly unfair treatment in services and jobs
- **Feeling safe in the community**
- **Bullying and harassment** in services and jobs
- **Isolation.** There is a need for support networks and places for people to meet.



**Bullying and harassment**

The Council will think about what to do about these issues every time it plans and delivers what it does.

Officers and councilors will also ask:



- Does what we are doing or planning to do lead to people from the equality strands being treated unfairly? What can we do about this?
- Does it make it harder for them to get services or jobs? What can we do about this?
- Does it make them feel safe, welcome and included in the council and in York? If so, can we do these things in other work we do?



[www.york.gov.uk](http://www.york.gov.uk)

This process of thinking and acting is called an **Equality Impact Assessment (EIA)**. We do many Equality Impact Assessments a year and the action we need to take is published on our web site every year.

## **Making the lives of people from the equality strands better in York**



Below are the main actions that we have planned from July 2009 to July 2012. They will help us to make the lives of people from the equality strands better. These actions make up our **Single Corporate Equality Scheme**.

### **Theme 1 - Know the community**

The lives of people in York are affected by their differences in terms of gender, age, disability, race, religion or belief and sexual orientation.

Knowing our community is about:



- collecting **information and feedback** to help understand differences within and between groups in York
- looking at issues that affect people's lives. These are things like access to services, health, education, community safety and access to jobs.
- making sure that we reach all parts of our community and listen to what different groups tell us about their lives.



## Theme 2 - Leadership, partnership and commitment



Vision and commitment to fairness and inclusion are key to making people's lives better.

Our councillors are important in this. They know about different groups in the community.

Our managers and staff will work in partnership with these groups.

They will work with others to look at:



- how our money is spent.
- fairness and inclusion in how we buy goods and services and how we give grants.
- involving people from the equality strands in planning and delivering services and checking how good services are.

## Theme 3 – Engaging with people from the equality strands



We need to recognise people's different needs, situations and goals. To do this we need to take away the barriers that limit what people can do and be.

Equality law says that the council must engage with people from protected groups - particularly vulnerable people.



[www.york.gov.uk/  
council/community\\_  
eng](http://www.york.gov.uk/council/community_eng)

Find out more in our **Corporate Engagement Strategy** please have a look at: [www.york.gov.uk/council/  
community\\_eng](http://www.york.gov.uk/council/community_eng)

We will work with vulnerable groups through our **Social Inclusion Working Group** and our **Staff Equality Reference Group**. Both these groups have people from all six equality strands in them. They aim to include people in making our services better.



## Theme 4 – Providing responsive services

All services must take into account the needs of people from the six equality strands.

We will look at how services and decisions by the council or partner organisations affect people from the equality strands. This is to make sure that we don't treat them unfairly.

This is called carrying out an **Equality Impact Assessment**.



[www.york.gov.uk](http://www.york.gov.uk)

Each year these will be put on the council's web site at: [www.york.gov.uk](http://www.york.gov.uk).

Each assessment will lead to action plans. These will be part of our service plans.

## Theme 5 – Having a diverse workforce

The make-up, skills, commitment and understanding of our workforce are important. They make a big difference to how we deliver fair and inclusive services.

This means we will set up a **Workforce Strategy**.

This will have clear equality aims. It will take into account our local labour market and barriers that people from the equality strands face in getting jobs.

We will also make sure that:

- we check the way we work to see how it affects equality
- our training deals with equality
- all staff are treated with respect in the workplace.





## Theme 6 - Acting in each business area

The council has several business areas called “Directorates”.

Each of these will put in place their own **Fairness and Inclusion Action Plan** for 2009-12.

These will be called **Directorate Single Equality Schemes**.



## Who will make sure the strategy and scheme happen?

Councillors who make up the council executive and very senior managers who make up the council management team will make sure they happen.

Our **Social Inclusion Working Group** and **Staff Equality Reference Group** will give them advice.

All councillors, staff and partners will help make sure that fairness and inclusion are at the heart of everything the council does.

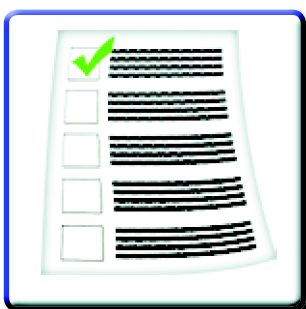


## How will we know the strategy and scheme are working?

Every year we will check progress with our single corporate equality scheme and publish how we are doing on the internet.

We shall also check whether people from the equality strands get better results from what we do and we will tell everyone what we find.

To help us do this we shall use the **corporate fairness and inclusion scorecard**.





This has four parts:



- 1 Whether we have made progress in meeting the targets we have set locally using a list of **national performance indicators**.

They are about equality and inclusion across the city and the whole council, for example about increasing the numbers of people supported to live independent lives.



- 2 Whether we have made progress in meeting targets set locally, using a list of **local performance indicators** set by the council. These are things like how many women and Black and Minority Ethnic officers have senior jobs in the council.

- 3 The level of the Equality Framework for Local Government reached by **the council as a whole**.

- 4 Completing a programme of **Equality Impact Assessments** every year. Making sure that actions from past assessments are put in our service plans.

We will ask for feedback from the **Social Inclusion Working Group** and our **Staff Equality Reference Group** about how we are doing.



## Tell us what you think

We wrote this strategy and scheme after we had involved and talked with lots of people and groups.

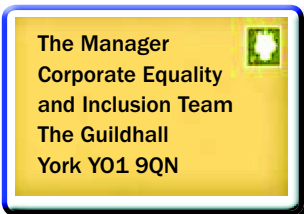
We will look at the strategy and scheme each year. This is because our city, the council and the environment are always changing.



[equalities@york.gov.uk](mailto:equalities@york.gov.uk)

Email your views to [equalities@york.gov.uk](mailto:equalities@york.gov.uk)

You can write to:



The Manager  
Corporate Equality and Inclusion Team  
The Guildhall  
York YO1 9QN

**This information can be provided in your own language.**

我們也用您們的語言提供這個信息 (Cantonese)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

 **01904 551550**



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Meeting of the Social Inclusion Working Group      **30 June 2010**

Report of the Director of Communities and Neighbourhoods

## **Progress with Equality Impact Assessments (EIAs) 2009-10**

### **Summary**

1. The report summarises progress with EIAs in 2009-10
2. The details are in appendix 1 of the report.
3. The group is asked to note the contents of the report.

### **Corporate Priorities**

4. EIAs contribute to the Inclusive City and the Effective Organisation priorities.

### **Implications**

5. None

### **Risk Management**

6. None

### **Recommendations**

7. The group is requested to note the contents of the report and of appendix 1 in particular

Reason: To inform the group about progress in 2009/10

### **Contact Details**

**Author: Evie Chandler  
Corporate Equality and  
Inclusion Manager  
Tel: 551704**

**Chief Officer Responsible for the  
report: Sally Burns  
Tel: 551000**

**Wards Affected:**                      **Report**                                            **Date**  
**Approved**                                            **All**                     

**For further information please contact the author of the report**

**Appendices**

**Appendix 1 – EIA report 2009-10**

# Equalities Impact Assessments 2009-10

## **What is an Equality Impact Assessment (EIA)?**

The aim of an EIA is to look at council services and identify any unintended discrimination against, or negative impact on, people from the six equality strands (race, gender, disability, age, sexual orientation and religion and belief). The EIA also details the actions to be taken to avoid or minimise any issues found.

## **Why does the council do them?**

Legislation about race, disability and gender equality asks all public bodies, including councils, to carry out EIAs. They are also a requirement of the Equality Framework for Local Government, which sets the standards for equality work in the public sector, as well as different inspection bodies, for example the Audit Commission, the Commission for Social Care Inspection (CSCI) and the Office for Standards in Education (Ofsted).

More importantly EIAs are a tool to make sure that the council provides high quality services that meet the needs of all people, especially those who need public services the most.

## **What is in this document?**

This document gives a summary of some of the EIAs done in 2009/10. Many of these EIAs were consulted on at the two "Help us to Get it Right Days" and at the Social Inclusion Working Group and Staff Equality Reference Group.

# Contents

|  | <b>Page Number</b> |
|--|--------------------|
| 14-19 Education Strategy   | 4                  |
| Accommodation Project - New Council Offices  | 5                  |
| Blacksmiths Department, Domestic and Commercial Drainage Services, Domestic and Commercial Pest Control. | 7                  |
| Corporate Strategy 2009-2012   | 8                  |
| Customer Strategy  | 10                 |
| Electronic Homecare Monitoring System  | 11                 |
| Environmental Health & Trading Standards and Licensing and Bereavement Services                          | 12                 |
| e-recruitment system   | 14                 |
| Festivals and Events 2010/11   | 16                 |
| Housing - More for York Efficiency Review  | 17                 |
| Housing - North Yorkshire Sub Regional Choice based Lettings   | 19                 |
| Information Development, Adult Services.   | 20                 |

|  |    |
|--|----|
| New Park and Ride Sites  | 21 |
| Neighbourhood Services Staffing Issues   | 22 |
| Public Toilets   | 23 |
| Strategy for the Development of Services to Support People with a Physical and/or Sensory Impairment | 25 |
| Supervision Policy   | 26 |
| Traveller's Sites  | 27 |
| Warden Call  | 28 |

## 14-19 Education Strategy

This Strategy is designed to successfully implement national Government's 14-19 programme, which aims to:

- Raise the levels of attainment of all learners.
- Raise levels of participation in education and training post 16, including "Raising the Participation Age".
- Introduce new curriculum entitlements for 14-19 year olds.

### Key Issues

- "Narrowing the gap" between disadvantaged learners and their peers through development of new provision to raise participation, engage more learners and reduce people not in education, employment or training (NEETs).
- Improving the progression routes for learners with learning difficulties or disabilities (LLDD learners).
- Providing impartial information, advice and guidance for young people and their parents to promote access for all and overcome gender stereotypes

### Key Actions we are taking

- Engagement with Foundation Learning and Partnership task and finish group reviewing provision for 14-19 year olds.
- Development of LLDD hubs in mainstream schools, work with Sub Regional Partners on assessing demand and commissioning opportunities.
- Information, Advice and Guidance Strategy including assessment of provision against national quality standards.

For more information contact John Thompson, Principal Adviser 14-19, 01904 553039,

[john.thompson@york.gov.uk](mailto:john.thompson@york.gov.uk)



## Accommodation Project - New Council Offices

The Council's present office accommodation is split between 16 different locations, mostly in older buildings converted for office use. Offices are many different shapes and sizes, which coupled with the disjointed and varying locations, and their historic nature, presents a considerable barrier to effective communication and efficient operation of the Council. Customer services are provided from many locations, some within offices that are unsuitable for their use and not accessible.

The Accommodation Project proposes to relocate the majority of council officers into a new single office together with a new Customer Centre to provide all face-to-face customer contact.

Of the present offices, just three are to be retained: 50 York Road, Acomb, The Guildhall and St Antony's House.

### Key Issues

#### Design & Construction

Access - the new building must be fully inclusive with any barriers removed that create undue effort, separation or special treatment so that everyone can participate equally, confidently and independently with choice and dignity.

#### Communication about the new building

Is the information and means of communicating accessible to all?

How to involve others in the project and decision making processes?

## Managing the building once it is in use

### Moving around the building

#### **Key Actions we are taking**

- Instruct the Developer to promote equalities and inclusive design within the Project.
- Instruct the developer to promote and award, where possible and within procurement legislation, business opportunities focusing on improving equality. For example using local Small and Medium Enterprises and fostering support for local communities.
- Ensure the building specification and drawings etc contain the elements requested in the Development Design Brief about access.
- Develop a range of colours, surfaces and lighting of the building to promote an inclusive and welcoming building.
- Develop a communication system including text size and audio to enable building information to be suitably displayed.
- Consult staff user groups and undertake workplace risk assessments to identify the need for specially adapted equipment for staff.
- Develop a staff induction pack / process for staff to learn how to work within the new building.
- Respond back to public and staff on how we plan to use their feedback to demonstrate how we are meeting the needs of our customers and staff, for example young people, older people and disabled people.
- Work closely with the successful developer to build upon the current consultation and involvement activities and ensure communications are accessible.
- Consult and involve established groups such as the Social Inclusion Working Group, which includes representatives from the six equality strands (race, disability, gender, age, sexual orientation and religion and belief).
- Equality training for staff who are managing the building.

- invite a cross section of users, including people from all 6 equality strands, to test how the building works for them before it opens.

For more information contact:

- Building Design - Ian Asher, Head of Strategic Business & Design [ian.asher@york.gov.uk](mailto:ian.asher@york.gov.uk) 01904 553379
- Communications - Sandra Herbert, Project Manager - User Development & Communications, [Sandra.Herbert@york.gov.uk](mailto:Sandra.Herbert@york.gov.uk) 01904 553384
- Managing the building - Peter Liversidge, Development Officer - Facilities Management, [peter.liversidge@york.gov.uk](mailto:peter.liversidge@york.gov.uk) 01904 553315

## **Blacksmiths Department, Domestic and Commercial Drainage Services, Domestic and Commercial Pest Control.**

The Blacksmiths Department offer a varied selection of services from repairing garage doors to replacing public toilet locks. We carry out civil engineering work which includes the installation of guard rails, signs and street furniture such as litter bins, dog bins, finger posts and signposts. We install and repair play equipment at council and Parish Council play areas. There is also a full build and fabrication service including making hanging basket brackets, gates, railings and security grilles. We help maintain the council transport fleet with repairs and welding. Some of these services are offered to the general public and council tenants.

The Drainage Department offers a 24-hour blocked drain clearance service, plus repairs and surveying service using CCTV units, for council tenants as well as the private sector. We deal with local flooding of roads, and flooding from rivers and issue sandbags to resident's homes. We help to keep the highways clear of obstructions,

for example clearing up after road traffic accidents. The team also help clean the river Foss using a small barge and maintain Castle Mill locks.

The pest control service deal with all types of pest and rodent control including rats, mice, wasps, hornets and insects (flies, bed bugs, ants, cockroaches and other biting insects). We also offer a full bird control service, as well as pigeon and bird proofing. We have a built up in depth knowledge of the lifestyle, habits and vulnerabilities of all types of pest that can affect homes and businesses, and we have developed extensive technical expertise in dealing with them, from exclusion and detection, to capture.

## Key Issues

- Review needed of all correspondence and information about services.
- Lack of customer and specialist group consultation. The need and purpose for this is to be assessed.
- Equality monitoring take up and satisfaction need to be considered.

## Key Actions we are taking

- Produce accessible and clear information for all who use, or need to use the services.
- Gain a clearer picture of who uses our service and if there are any barriers to accessing them.

For more information contact Glen Peters, Civil Engineering Manager, 01904 553236, [glen.peters@york.gov.uk](mailto:glen.peters@york.gov.uk)

## The Corporate Strategy 2009-2012

The Corporate Strategy is the highest-level document that covers the whole of the councils work. It demonstrates what the council thinks is important. It shows what we are going to deliver, how we are going to deliver it, and by when over a three year period.

The Strategy is directly linked to the Sustainable Community Strategy (SCS), which is a document that the whole city is working towards, and shows the city's ambition for the next 10-20 years. This document was developed through major consultation with the people of York. The Corporate Strategy represents the council's contribution towards the achievement of the SCS, and therefore our contribution to achieving the ambitions that the public have for the city.

The Corporate Strategy provides a high level lead for services and departments to plan their work around.

## **Key Issues**

- Limited data from the Local Area Agreement broken down into the 6 equality strands.
- Involvement of equality groups in setting actions.
- Equalities issues considered when developing milestones.

## **Key Actions we are taking**

- Investigate with the partnership team the potential to report Local Area Agreement indicators in the 6 equality strands.
- Feedback the Social Inclusion Working Groups findings into next years refresh of the milestones.
- Equalities issues will need to be more specifically considered in future refreshes of the milestones.

For more information contact Marilyn Summers, 01904 551723 [marilyn.summers@york.gov.uk](mailto:marilyn.summers@york.gov.uk)

## Customer Strategy

The City of York Council wants to improve the experience of customers when contacting the council. We are developing plans that will improve the standard and quality of service we provide to all our customers, including disadvantaged and vulnerable groups. The way we deliver our services will reflect what is important to customers and we are committed to deliver services that are:

- easy to access,
- high quality and efficient,
- effectively managed,
- designed with you and for you.

### Key Issues

- Not all our services are provided at the first point of contact. Customers occasionally have to be directed to other sites.
- Although standards of customer service are generally high, there is a lack of consistency in the way enquiries are handled.
- Alternative ways of providing information, such as translation services or British Sign Language are not always available when customers need them.
- Customers cannot always find the information they need on the council website.
- We do not understand enough about the specific profile and makeup of our localities and communities.

### Key Actions we are taking

- New single customer centre in the middle of York.

- Standardise customer facing receptions before 2012.
- Improved physical accessibility and translation services in single customer-facing location by 2012.
- Improve the Council website.
- Use Place Survey questions, Talkabout survey and Customer First engagement group to understand the views of local people.

For more information contact Kofi Mensah, Business Analyst, 01904 553404, [kofi.mensah@york.gov.uk](mailto:kofi.mensah@york.gov.uk)

## Electronic Homecare Monitoring System

The service area involves the introduction of an electronic home care monitoring system across all home care providers. The system will help ensure the safety of lone workers, as it will monitor the whereabouts of staff by recording the time and length of each of their calls. The system will also be able to calculate the time for charging purposes. As it is recorded at the time of the visit, it will be totally accurate and will also improve the service by allowing us to check whether all visits have been made.

### Key Issues

- The language used to explain the system and its uses may be difficult for customers and staff to understand if English is not their first language.
- Many types of equipment need a BT phone line to operate. This might be difficult for some groups of service users e.g. Gypsies and Travellers or those who choose not to have BT landlines for financial or other reasons.
- If a member of staff has dyslexia or are partially sighted the text on screen may be difficult to see or read.
- A customer with mental health problems and/or dementia may not fully understand, or have a poor perception of, how the new system works which could cause them undue stress/anxiety.

## Key Actions we are taking

- Instructions on how to use handheld devices could be given both verbally and in the written form. They could also be available in the first language of the member of staff. Some devices may be able to be set with a different language to help the user understand them with more ease.
- Where customers are excluded because of not having a land line, they could be provided with a BT line or mobile phone.
- Devices may be able to be fitted with speech as well as text to enable disabled staff to use them.
- Some staff may also need additional training to enable them to grasp the technology.
- When staff are briefed, they will be requested to take mental health and/or dementia issues into consideration to ensure they are sensitive to customer's need when explaining the new system and procedures and, where possible involve carers, friends and/or family where capacity or mental health is an issue.

For more information contact Allison Bingham, Group Manager, Service Delivery & Transformation, [allison.bingham@york.gov.uk](mailto:allison.bingham@york.gov.uk) 01904 554556

## Environmental Health & Trading Standards and Licensing and Bereavement Services

Environmental Health and Trading Standards aims to:

- protect residents and our environment from pollution and other public health and safety hazards,
- protect residents and local businesses from unfair and unsafe practices,
- promote healthy living in the city.

We investigate complaints of noise and other environmental nuisances; assess the environmental impact of planning applications and monitor air quality and contaminated land. We monitor, give advice and enforce food



safety, health and safety and trading standards legislation. We provide advice and enforce the law on animal health and welfare.

The Licensing team licence a range of activities including taxis and private hire, the sale of alcohol, provision of entertainment and late night refreshment, gambling, street trading and collections for charity.

Bereavement Services offer a professional and dignified service for the residents of York and surrounding districts. We offer impartial advice on either cremation at York Crematorium or burial at Dringhouses Cemetery.

## **Key Issues**

- Accessibility of written information to customers.
- Staff awareness of equalities issues/needs.
- Unavailability of leaflets in Turkish.
- The accessibility and quality of service of hackney carriage and private hire services.
- Further improvement to facilities at the crematorium.

## **Key Actions we are taking**

- All communications to be in plain English, 12 point Arial and offered in 14 point Arial or larger, upon request. A language panel is to be included on all letters, where it is not known that English is the first language of the customer. Pictures and photographs should be used to illustrate the message, wherever practical.
- Training for officers on the needs of different customer groups, particularly those with specific issues, such as language and cultural barriers. All relevant staff and all frontline staff will attend customer awareness and equalities awareness courses.
- Covering letter in Turkish.

- A taxi accreditation scheme whereby members agree to abide by set standards of service to meet the needs of all sections of the community. Customers will be able to select an accredited taxi operator with confidence of receiving a known standard of service.
- Improve signage and paving at the crematorium.

For more information contact Mike Southcombe, Environmental Protection Manager, 01904 551514, [mike.southcombe@york.gov.uk](mailto:mike.southcombe@york.gov.uk)

## E-recruitment System

The council is introducing a new online e-recruitment service as part of its Human Resources Strategy. The main aim is to make applying for vacancies easier and to have a clear focused website where all job opportunities within the council are advertised in one place. This will allow more people to search and find jobs that are available within the council and also attract more applicants.

### Key Issues

- Information and communication: how will people without access to the internet be affected by an on-line recruitment system?
- Staff and skill profile: have all staff been briefed on the need to provide information in accessible formats when requested? Are all staff and managers trained in equalities?
- Service Planning and Development: how do we monitor external job advertising and applications through Pearsons? Are they equality profiling? How diverse is their media use? How do we ensure that partners comply with equalities legislation and promote equalities? How do we monitor this?

- **Monitoring, Evaluation and Review (including Complaints):** is equalities data being captured to assess all applicants and ensure we are reaching all communities and ages? Management reporting must ensure we can monitor this data and compare.
- **Information and communication:** all printed documents and texts on screen are in English. Will there be translated text versions of the online videos? Will we offer printed documents, documents on tape for visually impaired people/ BSL for those with a hearing impairment?

## **Key Actions we are taking**

- **Management Information requirements:** ensure that contracts with advertising agencies put equalities at the forefront of decisions on media and that we are supplied with more information on the routes of advertising and the profile of the readership of those different media.
- **Information and communication:** adverts are still to be run in the media to ensure those without access to the internet can be made aware of the vacancies available. Paper forms will still be supplied on request to any applicants wishing to apply in that way.
- **Training for City of York Council Staff:** the Recruitment and Selection course, delivered by the Training Centre, is to be updated to cover the new system. There will be new training for both staff and managers on the site and how to help people to use it. The Training Centre runs separate Equality Awareness courses. Training on the different media applications available for people with disabilities is to be done as part of the HR team training at the outset of the programme.
- **Management Information requirements:** reports are to be run regularly to ensure we meet our equal opportunities profile for the city, we are also developing further reports to better assist HR and managers in recruiting. The new system can profile on all equality strands so we will receive more data than ever to help us monitor all stages of the recruitment process.
- **Monitor requests for information in other formats:** HR are to record any requests for application forms or information on posts in different formats i.e. on tape, in different languages, in Braille. Consultation so far

with the HR team suggests requests in these formats are very rare. Applications in all of these formats are to be made available to anyone requiring them.

For more information contact Paul Forrest, Business Analyst 01904 553467 or Tracy Wright, HR Corporate Advisor, 01904 1720, [paul.forrest@york.gov.uk](mailto:paul.forrest@york.gov.uk) [tracy.wright@york.gov.uk](mailto:tracy.wright@york.gov.uk)

## **Festivals and Events 2010/11**

A key element of Arts and Culture service's responsibilities is to develop, deliver and support a range of free public festivals within York throughout the year. This EIA looks at festivals delivered by the council and also festivals delivered by external partners, which are directly supported by a City of York Council grant. (There are other festivals delivered or supported by other City of York Council departments which are not included in this EIA, however learning from this focused sample will lead to sharing information across all council festivals). The arts and culture team festivals included in this are:

### **City of York Council Managed Festival**

- Fiesta
- Illuminating York
- Festival of the Rivers

### **Externally Managed**

- YUMI Expressions
- The Waggon Plays
- The Learning Festival
- Early Music Festival / The Early Music Christmas Festival
- The Over 50s Festival
- The York Lesbian Arts Festival

We looked at whether the festivals above are meeting the needs and wants of the different communities in York, and how access can be improved.

## Key Issues

- Lack of up-to-date data on barriers to access for York festivals.
- Lack of common data collection across festivals.
- Outdated website used as main marketing tool for York festivals, may not be accessible and could be used more effectively to ensure the festivals reach a broader range of people.

## Key Actions we are taking

- Undertake festivals access consultation with equalities focus group.
- Introduction of an equalities evaluation (Online?) form to ensure common data is collected across all 10 festivals and include in contracts with any 3rd parties.
- A review of [www.yorkfestivals.com](http://www.yorkfestivals.com) to ensure it is accessible.

For more information contact Gill Cooper, Head of Arts and Culture, 01904 554671, [gill.cooper@york.gov.uk](mailto:gill.cooper@york.gov.uk)

## Housing - More for York Efficiency Review

This assessment considers how housing repairs are provided by both Housing Services and Neighbourhood Services staff. It is part of a City of York Council programme called 'More for York' which looks at how services can be provided in the best way possible and at the lowest cost to the taxpayer. The project has delivered a vision of a modern service that uses computers and other technology to deliver more efficient and effective services for customers. The project does not plan to greatly change the service from a customer's point of view,

but is more about how staff provide the service. It will mainly affect staff groups currently working for Housing Services and Neighbourhood Services.

## **Key Issues**

- Changes to the organisation - The merging of two separate departments may lead to different reporting structures and the formation of new teams.
- Changing work patterns - Some staff may be asked to work different shift patterns to improve customer access to the service.
- Changing workplace locations. - In merging the services some staff may be required to move their office location.
- Greater use of mobile technology - The improvement programme involves the use of mobile devices that will allow repairs staff to complete repairs using hand held computers to receive and return job information.
- Potential for staff reductions - The use of technology is likely to reduce the number of staff required.
- Procurement - The merged service will need to ensure that all suppliers conform to the Councils Equalities Policy.

## **Key Actions we are taking**

- Ensure the Corporate Communication and Redundancy Policies are adhered to and all staff fully consulted.
- Engage with staff on introduction and selection of mobile working devices.
- Determine if any staff groups are particularly affected by the changes and make recommendations accordingly.

For more information contact Mark Grandfield, Asset Manager, [mark.grandfield@york.gov.uk](mailto:mark.grandfield@york.gov.uk) 01904 553733

## Housing - North Yorkshire Sub Regional Choice based Lettings

Choice Based Lettings (CBL) is a means of letting affordable housing. It differs from traditional lettings in that it is driven by customers, who are able to choose which of the available properties they wish to be considered for. In order to achieve this landlords must advertise all of their properties that are available to let using a variety of means, including the Internet.

CBL is organised into bid cycles, usually of one to two weeks. Once bids have been received for a property, the applicant is selected from those who have made a bid. The principle for selecting the successful applicant is set down in the Lettings Policy; which must take into account law and guidance on affordable housing and housing need.

Organising CBL 'Sub Regionally' means that a number of councils from the same area will be setting up a joint CBL scheme. The government recommends this approach. In the case of the North Yorkshire scheme, it is proposed that the councils involved set up a common lettings policy, which will mean having a joint list of applicants, a joint approach to assessing housing need and a single application form.

### Key Issues

- Access for applicants with low literacy level or very little English.
- Access issues for people who are chaotic or very elderly/infirm.
- Ensure the public can receive advice and support at a properly facilitated office or Customer Access Point.
- Ensure that geographically isolated customers can access the scheme, even without computer access in their home.
- Need for a variety of information formats

## Key Actions we are taking

- Establishment of the 'Equalities Monitoring Group' for the lifetime of the project, with representation from the eight partners and relevant stakeholders.
- Need for the scheme to embrace an outreach strategy for isolated or vulnerable customers.
- User Guides in a variety of formats for different needs.
- Need for assisted bidding for identified highly vulnerable clients on the basis of informed consent.
- Need for the public to be able to access the scheme both from home or from a public office, without financial disincentive.

For more information contact Ian Taylor, Project Manager, [ian.taylor@york.gov.uk](mailto:ian.taylor@york.gov.uk) 01904-554351

## Information Development, Adult Services.

Improving the quality of, and access to, information for Housing and Adult Social Services (HASS) customers and carers.

### Key Issues

- Lack of good quality, accessible and up-to-date information for HASS Customers and Carers.
- Leaflets are not readily available in appropriate formats e.g. Easy Read, large print and audio.
- Information on HASS services is not reaching hard-to-reach groups e.g. socially isolated older people, travellers and gypsies.
- The current arrangements for providing interpretation facilities are not satisfactory.
- The current arrangements for providing translations of Council Information are not satisfactory.



## Key Actions we are taking

- Produce HASS information packs and leaflets whilst taking into consideration the feedback from consultations about improving accessibility.
- Undertake research on the effectiveness of packs by enclosing a questionnaire in a sample number of packs.
- Report to HASS DMT re: funding to have information readily available in other formats e.g. Easy Read, large print and audio.
- Undertake consultation with hard-to-reach groups on how to improve access to information.

For more information contact Laurence Lennon, Equalities and Information Development Manager, 01904 554075, [Laurence.lennon@york.gov.uk](mailto:Laurence.lennon@york.gov.uk)

## New Park and Ride Sites

The Access York Phase 1 Park & Ride project aims to build three new Park & Ride sites on the outskirts of the city centre to the west and the north of York:

- Askham Bar Park & Ride - this is a replacement for the existing Park & Ride with up to 1250 vehicle spaces located next to the A1036 Tadcaster Road.
- Poppleton Bar Park & Ride - is a new site on the A59, with its entrance on North Field Lane, and will include improvements to the roundabout on the ring road.
- Clifton Moor Park & Ride - this will be built next to the B1363 Wigginton Road with the capacity for up to 600 spaces.

## Key Issues

- Clear signage and communications about the park and rides.

- Bus layout and accessibility.
- Sustainability of the new sites.
- Accessibility of the route to terminal building for disabled users.
- Accessible facilities (for example toilets) for disabled users.

## **Key Actions we are taking**

- The EIA to be passed on to the designer to inform them of the issues that need to be addressed in the development (for example, accessible toilets at the sites).
- Relevant issues, including but not limited to those listed above, to be passed on to those responsible for managing the sites once built.
- Instruct the Developer to promote the Equalities Agenda and Inclusive Design within the project.

For more information contact Paul Thackray, Project Manager (Access York), 01904 551574, [paul.thackray@york.gov.uk](mailto:paul.thackray@york.gov.uk)

## **Neighbourhood Services Staffing Issues**

Neighbourhood Services (NS) employs a large and diverse workforce, largely working in customer facing roles.

This impact assessment looks at:

- the make up of staff within NS (across all three sites),
- the issues faced because of the frontline nature of the service (at the Eco Depot)
- and facilities and working arrangements (at the Eco Depot).

As at October 2009 there are 978 staff working within the Directorate. Work has been undertaken to profile staff that are already employed by NS, and also those who are looking to be recruited by the Directorate.

## Key Issues and Actions

- Look toward developing a way of sympathetically auditing literacy and numeracy skills among staff, and implement appropriate ways of flexible learning and support.
- Develop a staff equalities scorecard for the directorate. This is dependent on a corporate scorecard that the NS can contribute to being established.
- Undertake further investigation of job profiling.
- Consider if work can be done to attract more women to the directorate, particularly in roles traditionally seen as 'male', through more careful advertising. Is it purely because women are not interested in manual jobs, and would prefer to be office based, as is borne out by the profiling data?
- Work to be done on how Grade 1 Cleaning staff are communicated with, to avoid them feeling isolated from colleagues within NS. Special focus on staff who speak little or no English.
- Raise awareness amongst staff of what constitutes a disability, so that they can be appropriately supported in the work place
- Having gained Directorate Management Team agreement, work towards achieving the Investors in People award.

For more information contact Penny Hepworth, Performance and Projects Officer, 01904 553104, [penny.hepworth@york.gov.uk](mailto:penny.hepworth@york.gov.uk)

## Public Toilets

This includes the provision, cleaning and maintenance of public toilets in the following locations:

- St Georges Field
- Coppergate

- Parliament Street/new Silver Street facility
- St Sampsons Square
- Exhibition Square
- Museum Gardens
- Union Terrace
- Nunnery Lane
- Tanner Row
- Haxby
- Acomb

Issues to consider include the number and location of facilities, accessibility, price and standard.

## **Key Issues**

- Introduction of a new facility at Silver Street.
- Alarms on disabled user toilets not linked to anywhere.
- Charging in place at the attended facilities only.
- Improve Signage.
- Improve information on our web site.

## **Key Actions we are taking**

- Ensure new Silver Street facility meets all user requirements following consultation, including Changing Places toilet with adult changing facilities.
- Continue to investigate methods to improve the disabled alarm system.
- Review the charging policy in attended facilities, particularly as these are female facilities only.

- Continue to investigate improved signage.
- Ensure the web site is updated.

For more information contact Russell Stone, Head of Neighbourhood Pride Service, 01904 553108,  
[Russell.stone@york.gov.uk](mailto:Russell.stone@york.gov.uk)

## **Strategy for the Development of Services to Support People with a Physical and/or Sensory Impairment (November 2008)**

This strategy takes a long-term view of the social care and related services that people with physical and/or sensory impairment will need in York.

### **Key Issues**

- There isn't a User Led Organisation (ULO) representing disabled people in York.
- There isn't a Partnership Board to agree priorities and make plans for future services for disabled people.
- There are information gaps which require us to think about what information we need.

### **Key Actions we are taking**

- Establish a ULO with a view to it taking responsibility for the development, and eventual management of a Centre for Independent Living (CIL), or similar service, to enable disabled people to live as independently as possible in York.
- Establish a Partnership Board to create a place where disabled people can highlight their wants and needs for future service.

- Think about what information we need to start and collect and how, and ensure we feed what we know into the refresh of the Joint Strategic Needs Assessment.

For more information contact Name: Jenny Gardner, Policy and Planning Manager, 01904 554354, [jenny.gardner@york.gov.uk](mailto:jenny.gardner@york.gov.uk)

## Supervision Policy

The Supervision Policy applies to all staff working at every level in the Adults Social Services Department. The aim of the Supervision Policy is to ensure organisational, professional and personal goals are achieved within the context of support and accountability. Supervision supports people to development professionally and provides a link that connects individual's performance and actions with the objectives of the department and the council.

The aim of the review and this EIA is to ensure that the these procedures are up to date and consistent in promoting good managerial practice and that they support every manager in their responsibility to ensure that the promotion and continuation of equality, in employment, service delivery and policy, is met.

## Key Issues

- The application of the Supervision policy and procedures is not as consistent as it should be. Training in supervision is limited. Training should include promoting the key elements of good supervision practice, including anti-discriminatory practice, within the supervisory process (staff) and with customers. New managers are not consistently being made aware of the Supervision Policy and procedures or trained in their requirements. The monitoring of supervision practice and recording is also limited.
- Some practical issues may exist around locating accessible venues for supervision sessions. However the need for this is not large and managers plan and organise venues to meet any requirements.

## Key Actions we are taking

- To press for a formal re-launch and promotion of the revised policy and procedures supported by a training programme and followed up by formal on-going training for new staff.
- To continue making recommendations for monitoring the application and quality of supervision and staff satisfaction.
- To maintain the schedule of customer satisfaction surveys in the quality assurance programme and ensure that any relevant information gathered is systematically fed back and used as appropriate to influence the content and practice of the Supervision Policy and procedures in the future.

For more information contact Angela Thacker, Quality & Performance Officer, 01904 554528,  
[angela.thacker@york.gov.uk](mailto:angela.thacker@york.gov.uk)

## Traveller's Sites

Homeless Services manages the 3 travellers sites in York; 55 pitches in total. Work involves site management and support of Traveller families through the Supporting People contract. Support work is also extended to Traveller families living on the roadside and in permanent housing.

## Key Issues

- Need to encourage some travellers to engage with services and adhere to site conditions through more proactive management of sites and more joint working.
- Limited repairs service and no individual electricity accounts.
- Risk assessment - ongoing work to enable all services to go on site safely.

- Meeting individual needs of disabled travellers (this can only be achieved in conjunction with Adult Social Services, Occupational Therapy, health etc).
- Increase pitches in York - currently part of the Local Development Framework.

## **Key Actions we are taking**

- More proactive management of sites.
- Completion of the Gypsy and Traveller action plan.
- Review repairs procedure and monitor the new system.
- Introduce a risk reporting system.
- Individual needs assessment for Gypsies and Travellers.
- Inclusion of extra pitches needed in the Local Development Framework.

For more information contact Becky Ward, Service Manager, Homelessness. 01904 554040,  
[becky.ward@york.gov.uk](mailto:becky.ward@york.gov.uk)

## **Warden Call**

Warden call is a care alarm service providing 24hr monitoring and response to vulnerable customers through out the city of York. This service is being reviewed to ensure it is fit for the future and as a part of that review we are considering any equality issues.

## **Key Issues**

- Lack of good quality, accessible and up-to-date information about the warden call service for customers and carers.



- Leaflets are not readily available in appropriate formats e.g. Easy Read, large print and audio.
- Information on warden call may not be reaching hard-to-reach groups e.g. socially isolated older people, travellers and gypsies.
- Currently no specific arrangements for providing interpretation.

### **Key Actions we are taking**

- Produce accessible leaflet in larger print, a clearer layout and with alternative language information.
- Undertake research on the effectiveness of the information packs by enclosing a questionnaire in a sample number of packs.
- Undertake consultation with hard-to-reach groups on how to improve access to information.
- Trial pre-written responses in Polish for Polish customers to point to help speed up communication.

For more information contact Heather Barden, Service Manager, Service Delivery and Transformation, [heather.barden@york.gov.uk](mailto:heather.barden@york.gov.uk) 01904 554552

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