

**Notice of meeting of  
Equality Advisory Group**

**To:** Councillors Crisp (Chair), Richardson (Vice-Chair),  
Aspden, Barnes and Jeffries

Non Voting Co-opted Members:

Sue Lister, York Older People's Assembly  
Rita Sanderson, The BME Citizens' Open Forum (York  
Racial Equality Network)  
Daryoush Mazloum, 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  
Diane Roworth, York Independent Living Network  
Dan Sidley, York and District LGBT Forum

**Date:** Monday, 20 February 2012

**Time:** 6.00 pm

**Venue:** Priory Street Centre - Denham Room

At this meeting we shall hear about:

- How the council's budget has been put together
- The pressures we face
- How we assessed the impact of our proposed decisions for growth and savings

Then we shall work in groups to:

- Consider the impact as identified by council officers
- Identify any issues that council officers missed
- Work together to consider how we can lessen any negative effects

## **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. 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 **Friday 17 February 2012 at 5.00pm.**

### **3. Minutes**

(Pages 5 - 28)

To approve and sign the minutes of the last meeting of the Group held on **Thursday 24 November 2011.** An "easy read" version of the minutes is also attached.

**4. Update on actions agreed at last meeting**

Information will be provided as to what actions have been taken in response to issues raised at the last meeting.

**5. Presentations**

Presentations will be given on:

- The council budget process
- The Equality Impact Assessment process
- Key areas of growth and savings

**6. Group Work on the Impacts**

Following on from the presentations, there will be group work on the impacts.

**7. Urgent Business**

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](mailto: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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### **Would you like to speak at this meeting?**

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.

**A leaflet on public participation is available on the Council's website or from Democratic Services by telephoning York (01904) 551088**

### **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.**

### **Access Arrangements**

We will make every effort to make the meeting accessible to you. The meeting will usually be held in a wheelchair accessible venue with an induction hearing loop. We can provide the agenda or reports in large print, electronically (computer disk or by email), in Braille or on audio tape. Some formats will take longer than others so please give as

much notice as possible (at least 48 hours for Braille or audio tape).

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 Cabinet to Account**

The majority of councillors are not appointed to the Cabinet (39 out of 47). Any 3 non-Cabinet councillors can 'call-in' an item of business from a published Cabinet (or Cabinet Member Decision Session) agenda. The Cabinet 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 Cabinet 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.

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City of York Council

Committee Minutes

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Meeting	Equality Advisory Group
Date	24 November 2011
Present	Councillors Crisp (Chair), Richardson (Vice-Chair), Barnes and Jeffries  Community Representatives: Marije Davidson – York Independent Living Network Sue Lister – York Older People’s Assembly Tony Martin – York Older People’s Assembly Claire Newhouse – Higher York Sarah Nicholson – Youth Council Ella – Youth Council Member Rita Sanderson – York Racial Equality Network Dan Sidley – LGBT Forum Paul Wordsworth – Churches Together In York
Apologies	Councillor Aspden – City of York Council David Brown – York Access Group John Burgess – York Mental Health Forum Daryoush Mazloum – York Racial Equality Network Diane Roworth – York Independent Living Network Fiona Walker – Valuing People Partnership

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**12. 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. Councillor Jeffries declared a personal interest in items on the agenda as Co-Chair of York Independent Living Network.

**13. Public Participation**

There was one registration to speak under the council's Public Participation Scheme.

Colin Hall raised issues in respect of the renewal of York Compact. He stated that the revision of the Compact provided an opportunity to make clear to organisations that were in receipt of public funding of their responsibilities in terms of ensuring that the provision they offered was fully accessible.

**14. Minutes**

Resolved: That the minutes of the meeting held on 18 July 2011 be approved as a correct record.

**15. Update on Actions Agreed at the Last Meeting**

The group was updated on the action that had been taken to address issues raised at the previous meeting:

(i) Implementation of the taxi card scheme

Officers gave an update on the implementation of the taxi card scheme. They apologised for the delays that had occurred at the start of the roll-out and explained that 1500 cards had been issued. Some issues had arisen in respect of driver

training and it was proposed that refresher training sessions would be held.

The group suggested that there were wider issues to be addressed in respect of training for taxi drivers and they requested that further consideration be given to this issue at a future meeting<sup>1</sup>.

(ii) Poverty Awareness Project

Claire Newhouse asked for the group's views regarding proposals for the poverty awareness project. The proposal was for a Community Co-ordinator from St John's University to lead a team of student volunteers in arranging two or three events for older people who were feeling isolated in areas of the city including Heworth, Clifton and Guildhall. Costings were currently being drawn-up. The Group welcomed the proposal that had been put forward and agreed that final approval of the arrangements should be delegated to the Chair.

(iii) Disabled parking arrangements in Library Square

The group was informed that parking spaces had now been marked out in Blake Street. The Footstreets Review would include consideration as to how accessible parking arrangements were operating in the area.

(iv) Representation on Equality Advisory Group from the York Carers Forum

The York Carers Forum had been asked if they would like to be involved in the work of the Equality Advisory Group. They had welcomed this approach but, because of their caring

commitments, had explained that they would find it difficult to attend evening meetings.

The group suggested that the Carers Centre should also be approached to ascertain if they wished to be represented on the Equality Advisory Group<sup>2</sup>.

Discussion took place regarding the membership of EAG. Members agreed that it was important that the protected characteristics continued to be represented but were mindful of the need to ensure that the group did not become so large that it was unable to operate effectively. The Chair informed the group that it was intended that there would be a total refresh of EAG during the year and that further consideration could be given to these issues as part of the process.

(v) Footstreets Review

A report on the Footstreets Review was due to be considered by the Cabinet Member for City Strategy at a Decision Session on 1 December 2011. The report was available to view on-line. Subject to approval by the Cabinet Member, more detailed consultation would take place on this issue. One of the recommendations was that there would be zero tolerance in respect of A-boards within the city centre.

(vi) Osbalwick right of way issue

The Chair informed the group that she had carried out a piece of casework in respect of the Osbalwick right of way following issues George Wright had raised at the previous meeting. The information would be forwarded to him.

(vii) North Yorkshire Police Diversity Unit

In response to questions raised at the previous meeting, representatives from North Yorkshire Police had been invited to attend the meeting to talk about the review of equalities that had taken place and the reasons why there would no longer be a discrete equalities unit. Details were given of the new arrangements that were being put in place. It was intended that these would enable equalities issues to be embedded throughout the organisation and not be seen as an “add-on”. A review of the new arrangements would be carried out.

Action Required

1. Include as an agenda item for future meeting CC  
CC
2. Contact Carers Centre to ascertain if they wish to be involved.

**16. Equalities Framework for Local Government**

The group was given a verbal update on the Equalities Framework for Local Government final report and the next steps. Supporting information had been included with the agenda papers.

Officers went through the key findings with the group, as detailed in the report that had been included with the agenda papers. They explained that the council had been accredited as “achieving” in the equalities assessment. A work programme had now been put in place to enable the council to work towards achieving excellence.

The Chair informed the group that it was very important that the equalities agenda was embedded throughout

the Authority. Although progress was being made, there was still much work to be done if the council was to achieve excellence within the next two years.

Resolved: That the update on the Equalities Framework for Local Government be noted.

Reason: To ensure that EAG is informed of the council's progress.

## 17. **Procurement Strategy**

The group received a verbal report on the council's Procurement Strategy Refresh from the Cabinet Member for Corporate Services and a procurement manager.

The group was informed that the council was the largest employer in the area and was a major purchaser of goods and services. Details were given of how the council was seeking to improve the ways it procured goods and services, including the putting in place of a new procurement strategy. The group was encouraged to participate by attending a workshop that had been arranged for 13 December 2011.

The Cabinet Member explained some of the key issues that were being taken into account when developing procurement processes including:

- Value for money (ensuring that the goods and services purchased were also of good quality)
- Supporting the local economy
- Protecting the local environment
- Protecting vulnerable people
- Being collaborative
- Focusing on the council's key priorities
- Building strong relationships with the voluntary sector.

- Looking at who large suppliers could sub-contract within the city.
- Apprenticeship schemes.
- The use of EIAs.

Resolved: That the information on the Procurement Strategy, including the consultation event, be noted.

Reason: To ensure that the EAG has an opportunity to contribute to the Procurement Strategy refresh.

**18. Council Management Team Meeting with the Equality Advisory Group**

Details were given about the proposal for the Council's Management Team (CMT) to meet with EAG on 19 December 2011. The event would take place at the Priory Street Centre from 9:30am to 2:00pm.

The group was asked for their views on the content, style and organisation of the event. The following suggestions were put forward:

- There should be a short introduction from the Directors so that the group was clear about the council's structure.
- There should be discussion about the council's budget – including initial feedback from the Fairness Commission.
- It was important that directors used the meeting as an opportunity to find out more about the protected characteristics. This was an opportunity to learn about how things could be done better. Equalities issues were sometimes seen as problems but they should be seen as opportunities.

- An update on the move to the new council offices would be helpful – for example who would be based there?
- Learning points should be identified by the Directors so that action taken could be reported back.
- Whilst it was agreed that it would be useful for Directors to meet with representatives from EAG around the table, differing views were expressed as to how this was best organised.

Rita Sanderson offered to help with the planning. Other members who also wished to be involved in the planning were asked to contact Charlie Croft.

Resolved: That the information on the CMT meeting with EAG be noted.

Reason: To enable EAG members to have input in the planning of the event.

## 19. **Mystery Shoppers**

Details were given about the “mystery shopper” initiative. The group was asked to consider whether they, or members of the organisations they represented, would wish to be involved. It was noted that currently this involved the mystery shoppers telephoning departments of the council with a range of scenarios. In the longer term it was hoped to extend this to include face to face visits and use of the council’s website.

One of the mystery shoppers informed the group about his experiences. He stated that he welcomed this initiative by the council. His experiences regarding the service that he had received had been generally very good.



Officers confirmed that some staff had been trained to use BT Typetalk.

Members of the group were encouraged to consider putting themselves forward to become mystery shoppers.

Resolved: That the information on mystery shoppers be noted.

Reason: To ensure EAG members, and the organisations they represent, have an opportunity to be involved in this initiative.

**20. Options for Relocation of Services Following the Closure of Acomb Office**

The group's views were sought regarding options for the relocation of services following the closure of Acomb Housing Office in January/February 2012.

Officers explained how they were looking at options to provide housing services out in the community. Details were given of the venues that were being considered.

Details were also given of options in respect of the delivery of benefits services, including the use of libraries or a mobile unit.

The group was invited to attend the consultation events that had been planned regarding the options.

Resolved: That the information on options for relocation of services, including the opportunities for consultation, be noted.

Reason: To provide an opportunity for the EAG to comment on the options.

21. **Community Say/Exchange**

Community representatives were invited to raise equality and inclusion matters about council policy and services which were of importance to the groups they represented. The following issues were raised:

(i) York Older Peoples Assembly

- York Older Peoples Assembly requested that they be kept informed about the Footstreets Review.
- Concerns had been expressed regarding the need for training to be in place for people who used mobility scooters. It was noted that the results of government consultation on this issue were awaited.
- Concerns had been expressed that the Choice Based Lettings scheme disadvantaged some older people and other members of the community who may not be computer literate or have access to a computer. The group requested that a report on this issue be brought to the next meeting<sup>1</sup>.
- Concerns had been expressed that the council no longer appointed member champions. Of particular concern to YOPA, was that there was no longer a nominated Older People's Champion. YOPA had found it useful to have a known contact with whom they could raise issues. The Chair explained that no firm decision had been taken as to whether member champions would be appointed in the future. It had been envisaged that issues would be raised with the Cabinet Member whose portfolio covered the relevant area. Members agreed

that it was important that organisations and individuals knew who to contact with specific issues. The Chair stated that she would make other Members aware that this issue had been raised.

- The group's attention was drawn to the distress caused to residents who had noisy neighbours. The Authority was urged to ensure that, when procuring housing, there was adequate soundproofing in place.

(ii) LGBT Forum

- The group's attention was drawn to the under-reporting of hate crime. It was encouraging to note that a police LGBT liaison officer was in place but more needed to be done to encourage victims to report incidents.
- The group was informed that the LGBT Forum would welcome the flying of the rainbow flag on the Mansion House during LGBT Pride Week. This would demonstrate the council's commitment to LGBT issues.

(iii) YREN

YREN reported that four key events had taken place since the last EAG meeting:

- York BME Citizens and Groups Open Forum event on 28 July 2011. YREN thanked the Chair of EAG for her attendance and opening address at this meeting.
- Community Conversations Hate Crime Workshop on 15 September 2011. This was a partnership event with City of York Council.

- York International Shared Meal event on 29 October 2011, in celebration of One World Week. This was a collaborative event by York Racial Equality Network, York Baha'i community and York Interfaith.
- York BME Citizens and Group Open Forum event on 12 November 2011.

YREN reported that the following issues were highlighted at the BME Citizens and Groups Open Forum events:

- The need for additional site provision to be made available for travellers.
- The need for additional resources to increase the capacity for YREN to meet the growing demand on its core services. The increased demand is due in part to the current economic climate and the need to respond to the changing demographics within the city – York is the second fastest growing city in the UK. Additionally, there are increasing demands on YREN's services from organisations needing to demonstrate that they are working in a more inclusive way.
- The need for a safe place for the Hindu and Sikh communities to worship.
- The need for access to free legal advice for refugees and asylum seekers.
- Additionally, YREN had identified the need for some race-equality and human rights awareness training within the city, particularly myth-busting exercises, in response to some adverse comments made in the media in response to the City of Sanctuary initiative. It was imperative that racism was challenged in everyday lives.

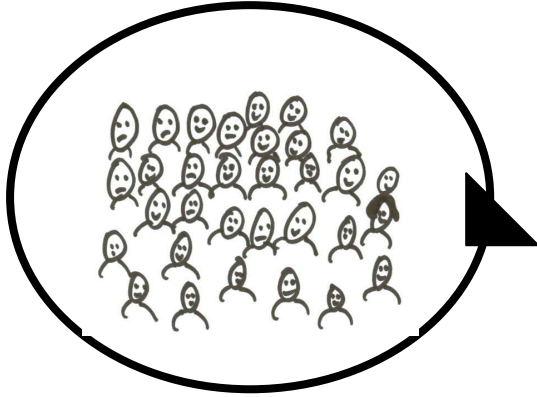
Action Required

1. Include as agenda item for next meeting. CC

Councillor Crisp, Chair

[The meeting started at 6.00 pm and finished at 8.45 pm].

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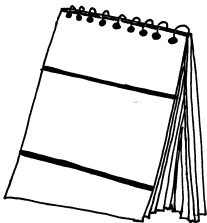


## Equality Advisory Group

*(This group looks 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: 24 November 2011**

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



**Sonja Crisp  
(Chair)**



**Tony Richardson  
(Vice-Chair)**



**Neil Barnes**



**Lynn Jeffries**

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



Marije Davidson (York Independent Living Network)

Christopher Edmondson (York Independent Living Network)

Sue Lister (York Older People's Assembly)

Tony Martin (York Older People's Assembly)

Claire Newhouse - Higher York

Sarah Nicholson (Youth Council)

Ella (Youth Council Member)

Rita Sanderson (York Racial Equality Network)

Dan Sidley (LGBT Forum)

Paul Wordsworth (Churches Together in York)



## 1. Public Participation



A member of the public had asked to speak at the meeting. He said that the Council should make sure that the groups that it gave money to offered services that everyone could access.

## 2. Minutes



The Group went through the minutes of the meeting of 18 July 2011.

## 3. Actions since last meeting



Details were given of the action taken after the last meeting:



### Taxi Card Scheme

Officers said they were sorry about the delays at the start of the Taxi Card Scheme. There were some problems to do with training drivers. More training would be held.

The Group said that they wanted more information about the scheme at a future meeting.



### **Poverty Awareness Raising Project**

The Group heard about the plans for the poverty awareness project. Student volunteers were going to arrange some events for older people who were feeling isolated.



### **Disabled Parking**

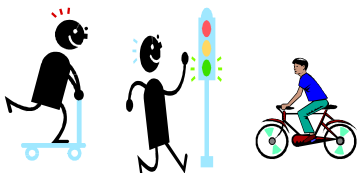
Parking spaces had been marked in Blake Street. A review of footstreets would also look at parking issues in this area.



### **York Carers Forum**

York Carers Forum had been asked if they wanted to become involved with EAG. An idea was put forward that the Carers Centre should also be invited.

The Group talked about the number of members of EAG. They said that there might be problems if it got too big. The Chair said that there would be a look at how the Group was working. When that happened the membership would also be looked at.



### **Footstreets Review**

The Cabinet Member for City Strategy was going to look at a report on the Footstreets Review at a meeting on 1 December 2011. After that time there would be consultation with groups and the public.



### **Police Diversity Unit**

Officers from North Yorkshire Police were at the meeting. They spoke about how the Police was making sure that it was treating people fairly. They had changed how they were doing things but this was to make things better. There wouldn't be a separate group dealing with diversity - everyone had to be part of this.

## **4. Equalities Framework for Local Government**



The Group heard how the Council had been judged under the Equalities Framework for Local Government. This is a set of actions and standards that helps the Council to meet equality law. The Council had been classed as "achieving". Within two years the Council wanted to be "excellent". A plan was in place to help it work towards this. There was still a lot of work to do!

## **5. Procurement Strategy**



The Group heard about the Council's new Procurement Strategy. Procurement is about obtaining goods and services.

The Council is the biggest employer in the area. It also buys a lot of goods and services. It's important that it gets good value for money. The Council also wants to:

- Support local people and the local economy
- Protect the environment
- Protect vulnerable people

- Work with other groups (including the voluntary sector)
- Employ apprentices
- Make sure good Equality Impact Assessments are in place

The Group was invited to attend a workshop to hear more.

## 6. Meeting with Council Management Team

### Management Team

The Group were invited to meet with the Council's managers. The meeting would be held at the Priory Street Centre on 19 December 2011.



**Sally Burns**  
Director of Communities  
& Neighbourhoods  
E: sally.burns@york.gov.uk



**Pete Dwyer**  
Director of Adults,  
Children & Education  
E: pete.dwyer@york.gov.uk



**Kersten England**  
Chief Executive  
E: kersten.England@york.gov.uk



**Ian Floyd**  
Director of Customer &  
Business Support Services  
E: ian.floyd@york.gov.uk



**Bill Woolley**  
Director of City Strategy  
E: bill.woolley@york.gov.uk

The Group was asked about what they would like to see happen at the meeting. They put forward their ideas. They said that it was important that the managers listened to what they had to say and agreed learning points. EAG members and managers could share ideas about how things could be done better.

## 7. Mystery Shoppers

Members of the Group were asked if they wanted to become "mystery shoppers". One of the mystery shoppers talked about what they did.



Mystery shoppers telephoned the council with different types of questions. They did this to find out what type of service they received. The council used this information to improve its services.

More information about this would be sent to EAG members after the meeting.

## 8. Closure of Acomb Office



The Group was asked for their views about what should happen when the Acomb Housing Office closed at the start of 2012.

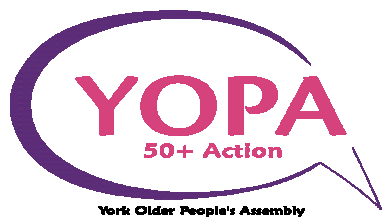
The Council was looking at ways of providing housing services out in the community. The Group heard about possible places where this could happen. The Council was also considering how it could offer benefits services.

The Group was invited to attend consultation events that were planned.

## 8. Community Say

Community Groups talked about the following issues:

### York Older People's Assembly



- YOPA wanted to be involved in the Footstreets Review.
- Problems caused by people not being trained before they used mobility scooters.
- Choice Based Lettings Scheme - YOPA was concerned that the scheme was unfair on people who did not have a computer. It was agreed that this would be looked at again at the next meeting.
- As there was no longer an Older People's Champion, YOPA wanted to know who to contact to raise issues. The Chair explained that no decision had been taken about whether to have Champions in the future. People could contact the relevant Cabinet Member if they had problems.
- Noisy neighbours caused some people real problems. It was important that council houses had good soundproofing in place.

### LGBT Forum



- Concerns were expressed regarding the fact that hate crime was not always reported to the Police. More needed to be done to encourage people to report incidents.
- The LGBT Forum was keen for the rainbow flag to fly from the Mansion House during LGBT Pride Week.

## YREN



- Details were given of events that had taken place since the last EAG meeting. These included an Open Forum and a Hate Crime Workshop.
- There needed to be more site provision for travellers.
- Lots of people were using YREN's services and there needed to be more resources to deal with this.
- It was important that there was a safe place for the Hindu and Sikh communities to worship.
- It was important that refugees and asylum seekers were able to get free legal advice.
- There was a need for some race-equality and human rights awareness training to be held in York. Racism had to be challenged in everyday life.

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